Password Vault Manager

USER MANUAL

Version 6

Devolutions inc.

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Getting Started

Part

1 Getting Started

1.1 What is Password Vault Manager?

Description

Password Vault Manager is a product used to manage all your passwords and your sensitive information.

Keep your credit card numbers, your bank accounts, your serial numbers or your alarm codes in an organized and secure database. Share with your team members only what they need to know and keep your data safe.

- Web Site
- Credentials
- Bank information
- Credit card information
- Email account
- Alarm codes
- Note
- And more

1.2 System Requirements

Minimum Requirements

- Windows XP (SP2 or later), 2003, Vista, 2008, 7, 8 and 2012
- Microsoft .NET Framework 3.5
- 800MHz processor
- 512MB RAM
- 1024 x 768 screen resolution
- 100+ MB hard drive space

.NET 4.0 does not contains the .NET Framework 3.5. You will need to install it separately.

64-bit Support

Password Vault Manager is compatible with all 64-bit versions of Windows, starting with Windows Vista SP1.

Terminal Services and Thin Client Support

Password Vault Manager can be installed on a Terminal Server machine, thin client and Windows XP Embedded as well.

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1.3 Creating a New Data Entry

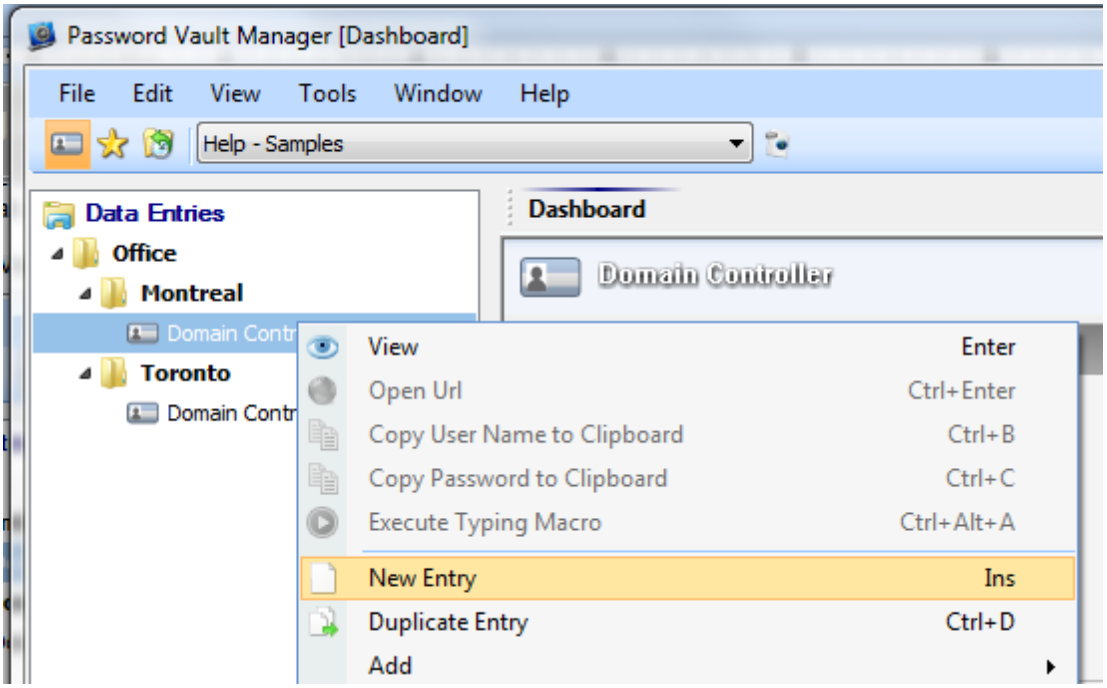
Overview

To start using Password Vault Manager you must configure a data entry. There are many types of data entries; you should be familiar with the data entry type(s) that you plan on configuring. Password Vault Manager supports the following data entry types:

- Data Entry
- Contact
- Document
- Group/Folder
- Credentials

Creating a Data Entry from the Context Menu

The easiest way to create a new data entry is by using the Insert key or from the Context Menu. On the main application window, simply right-click Data Entries and select New Entry from the menu. The new entry window will prompt for the entry type. Templates have been setup for many common web sites. Search through and choose the appropriate template or simply choose Data Entry → Web for a generic web site. You will be prompted with the data entry property window to customize your settings.



Adding a new data entry

Creating a Data Entry by Importing its Configuration

You can also import a data entry by using the File→Import, or by importing its configuration directly from one any compatible applications supported by our importing tools. To learn more see here.

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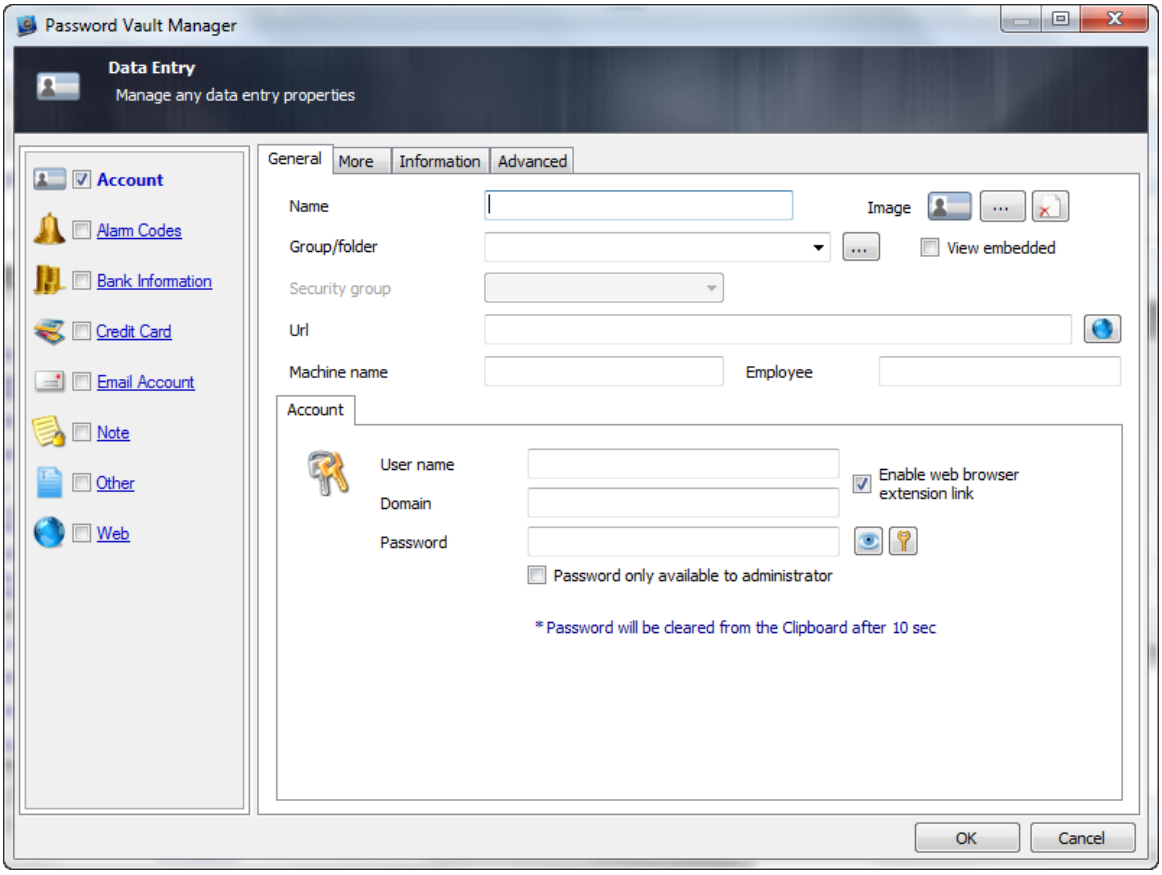
1.4 Configuring a Data Entry

Description

Each data entry type has its own specific settings. However, some common settings are shared.



Data entry edition dialog

Settings

Description	
Name	The name of the data entry that appears in the data entries list.
Group/Folder	This is used to organize the session in different folders, either in the tray icon context menu or in the tree view. Learn more here.
Security Group	In the Enterprise edition, allows the Administrator to assign a security group to an entry, and therefore limit a subset of users to view this entry.
Url	Url of the web page for this entry. Url will be used to navigate to the web site.
Machine name	Machine name. Used to store the host name vs the DNS name
Employee name	Employee name

As well as the fields described above, additional tab pages contain many data fields and options for your sessions.

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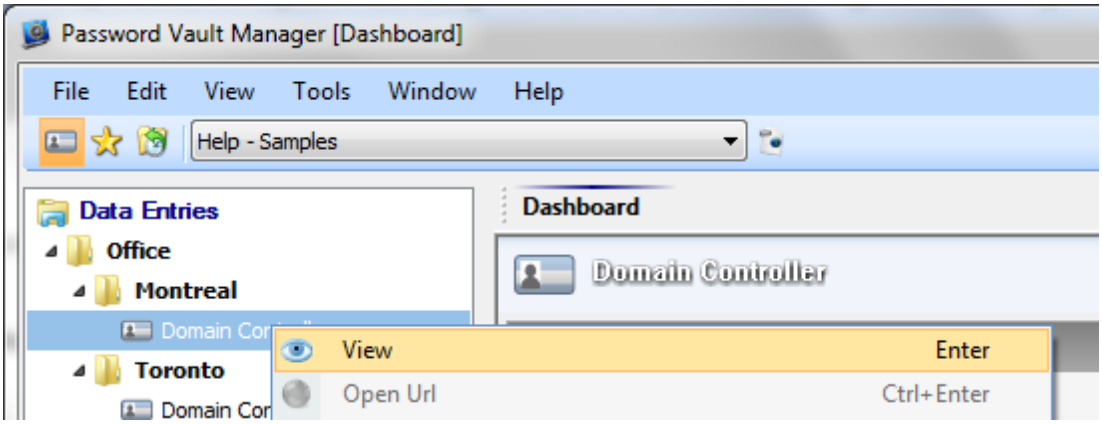
Description	
More	Contains the following sections : Description, Keywords/Tags. The entry description can be in plain text, in rich text format, or a website link.
Information	Contains different types of information related to the entry, such as the Computer, Contact and Custom Fields
Sub Connections	Contains the sub connections linked to this entry. It's possible to use variables that refer to this entry's fields, such as the host name, from within sub connections. This is useful for connecting to the same host with different protocols. Please see Sub Connections Overview for more details.
Attachments	Manages the entry's attachments. Used to add, edit and delete the linked files. Please see Attachments Overview
Logs	Contains the session logs and other related options. For example, entering a comment when opening a session can be made mandatory. Please see Log Options
Advanced	Contains advanced settings related to the entry, such as the internal data source ID and session ID. These values can be used to invoke Password Vault Manager from a command line to open the entry, or to run a batch modification. Please see Advanced settings

1.5 Viewing the Data

Description

You may open a data entry by double clicking it in the data entries list, or by using the context menu.

If the **View embedded** option was selected, the view will open embedded within Password Vault Manager.



Opening an existing data entry

1.6 Opening Url

Description

You may open web site by using the context menu **Open Url** or by using Ctrl+Enter while the item is selected.

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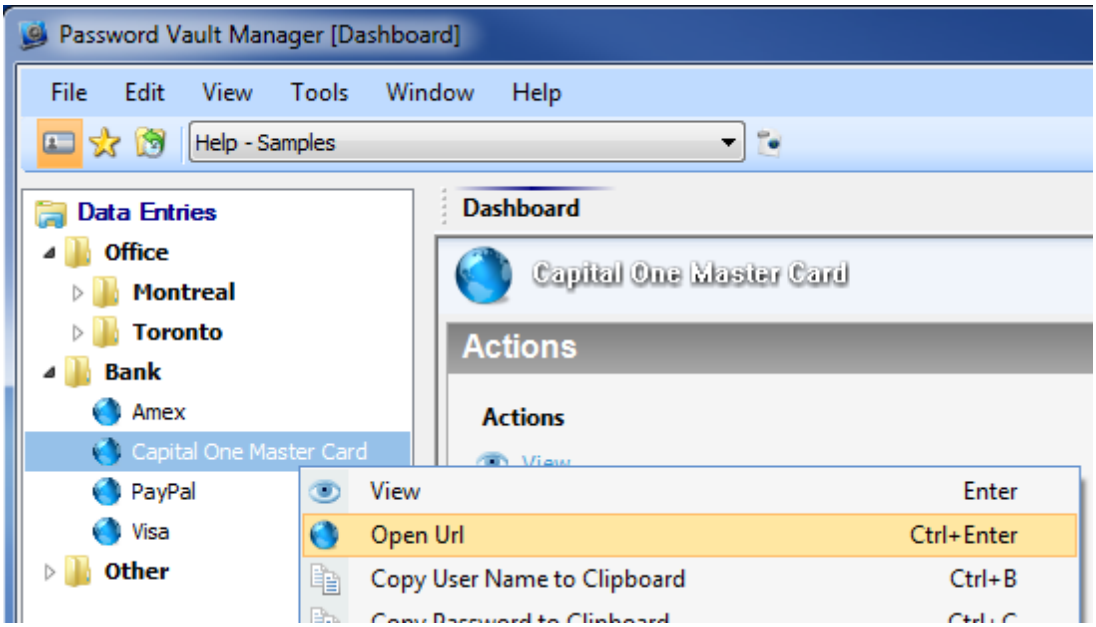

Opening a web site

Auto Fill

Auto fill of username and password is supported on most web sites and in most browsers. Plugins/Add-Ons/Extensions need to be installed to support this feature.

Learn more about Auto Fill here.

1.7 Group/Folder Management

Description

Groups or folders are used to organize your data entries in a logical way. It's possible to create groups and sub groups, which Password Vault Manager will automatically sort alphabetically.

Groups can be created in two different ways:

- Via the data entry properties
- From the data entry tree view

Creating Groups via the Data Entry Properties

Groups can be specified in the data entry properties. Simply fill this field with your desired group name, and Password Vault Manager will generate the corresponding tree structure. Use the backslash (\ ) to create a sub group.

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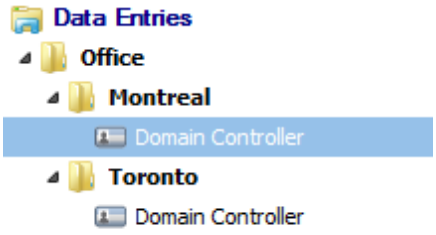
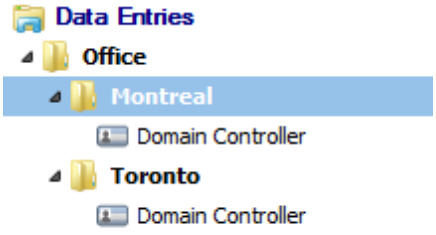


Basic group structure

For example, "Office\Montreal" will create two nodes in the tree:

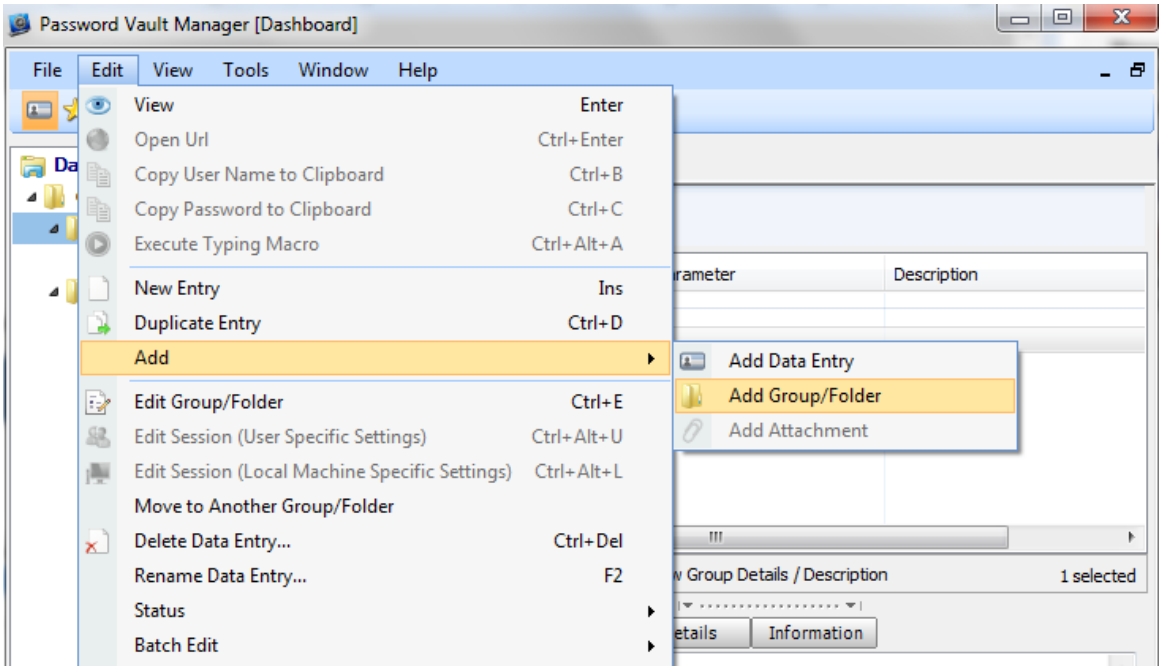
- Office
- Montreal



Modified group structure with a new node

Creating Groups from the Tree View

By right clicking the root node of a group or an existing data entry, a context menu appears allowing you to create a new group.



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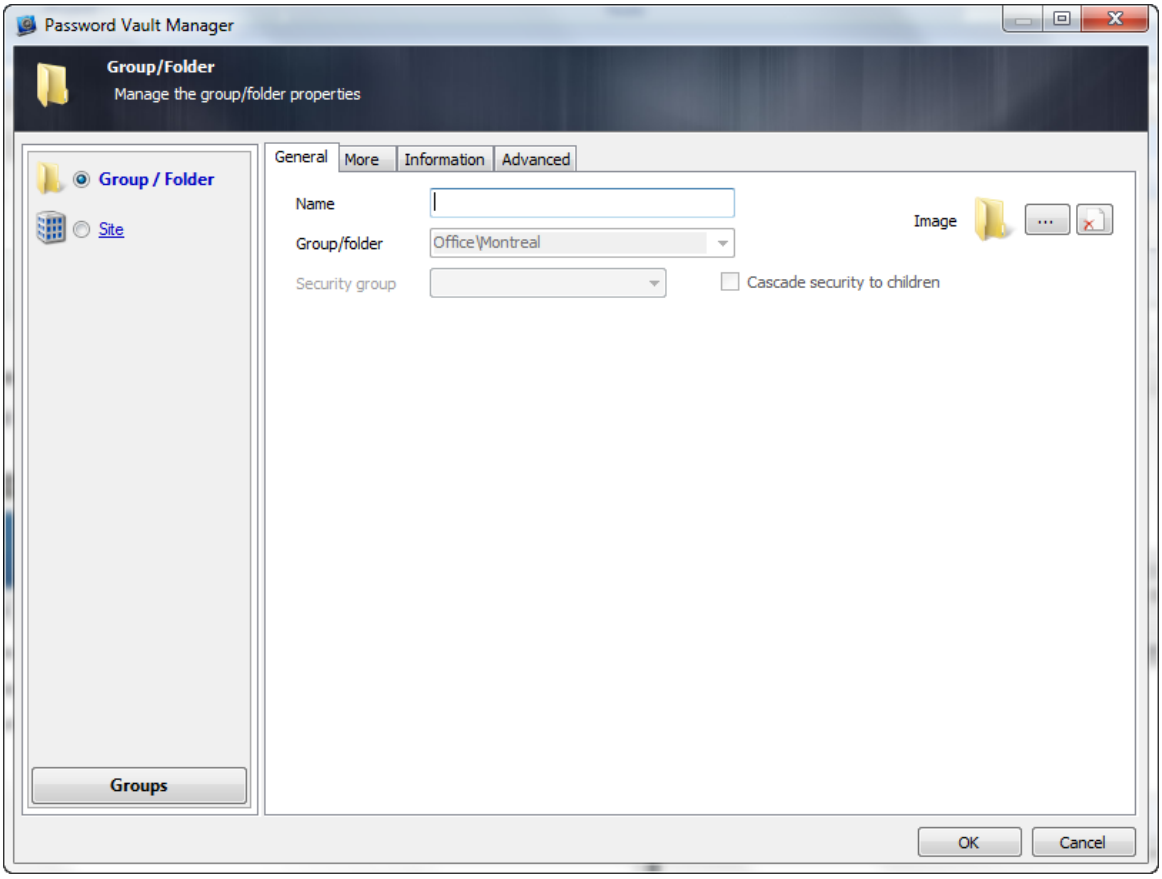
Add group from the data entry context menu

The "Add Group" dialog box will then prompt you to enter the name of the group, and choose its parent group.



Group edition dialog

Once a group is created, you can add a data entry by using the menu, or by dragging its node directly to the content of the group.

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Installation

Part

2 Installation

2.1 Client

2.1.1 Overview

Description

You can download Password Vault Manager either as a setup files or as a compressed (zip) file containing the binaries.

Installation

Depending on the downloaded media, either run the setup, or extract the files from the archive in any folder and launch the executable.

Licence

You have a 30 day trial of the Enterprise edition. If you possess a purchased licence for the Enterprise Edition, please follow the instructions at Register Enterprise Edition.

Data Source

By default, a local data source has already been created using the SQLite format. You can add as many data sources as you require, please see Data Source Overview for more information.

To use a SQL Server/SQL Azure data source, please read the Configure SQL Server topic.

Terminal Services

Password Vault Manager can also be installed on a Terminal Server, but to prevent loss of user settings, we recommend that you install the application in any folder except **"Program Files"** or **"Program Files (x86)"**. The configuration and the default data source will be created in this folder instead of the "Local Application Settings" folder.

Please see Configuration File Location for more information.

2.1.2 Configuration File Location

Default Location

Password Vault Manager saves its configuration in a file named **PasswordVaultManager.cfg**. This file contains all of the application settings and the configured data source. All of the data source settings are encrypted for security reasons.

If Password Vault Manager is installed in a sub folder of **"Program Files"** and is not running on a Terminal Server, the configuration is saved in **"%LocalAppData%\Devolutions\PasswordVaultManager"**

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If the application is running on a Terminal Server, the configuration is saved in "**%AppData%\Devolutions\PasswordVaultManager"** It uses the roaming profile to avoid multi-user conflicts.

In any other case, the configuration is saved in the installation folder. This allows you to install multiple versions of the application side-by-side, as long as you don't install it in a sub folder of **"Program Files"** (For more information on why -- this is because of the **"Program Files"** virtualization introduced with Windows Vista: http://support.microsoft.com/kb/927387.)

Override the Default Path

There are two possible ways to change the default option path:

1. Create a file named **"Override.cfg"** in the application folder. Password Vault Manager opens this file and reads the fist line. It should contain the desired installation folder (without the option filename). If you wish to use the current installation path, put a dot in the file. Here are two examples:

Example	
c:\pvm	The config file is saved in a specific folder.
.	The dot is used to specify the Password Vault Manager installation folder.
%AppData%\Devolutions\PasswordVaultManager	Specify the application roaming data folder.

Having the configuration file in the installation folder allows you to run multiple versions of the application side-by-side.

2. By adding a key in the registry: **CurrentUser\SOFTWARE\PasswordVaultManager, OptionPath**. Set the desired path in the key **OptionPath**. Do not forget to exclude the option file name in the key.

Default Configuration

If Password Vault Manager can't find the configuration file for a new user, it will automatically copy the file found in the application installation folder. This is useful to deploy the configuration in a Terminal Server environment. Moreover, the application will update the license key if a newer serial is found in the default configuration.

2.1.3 Portable (USB)

Description

Password Vault Manager can be used as a portable application. Here are some steps required to ensure that it runs correctly:

1. Unzip Password Vault Manager on the portable device

2. Open Password Vault Manager and configure the data source relatively to the portable device: **.\Connections.xml**

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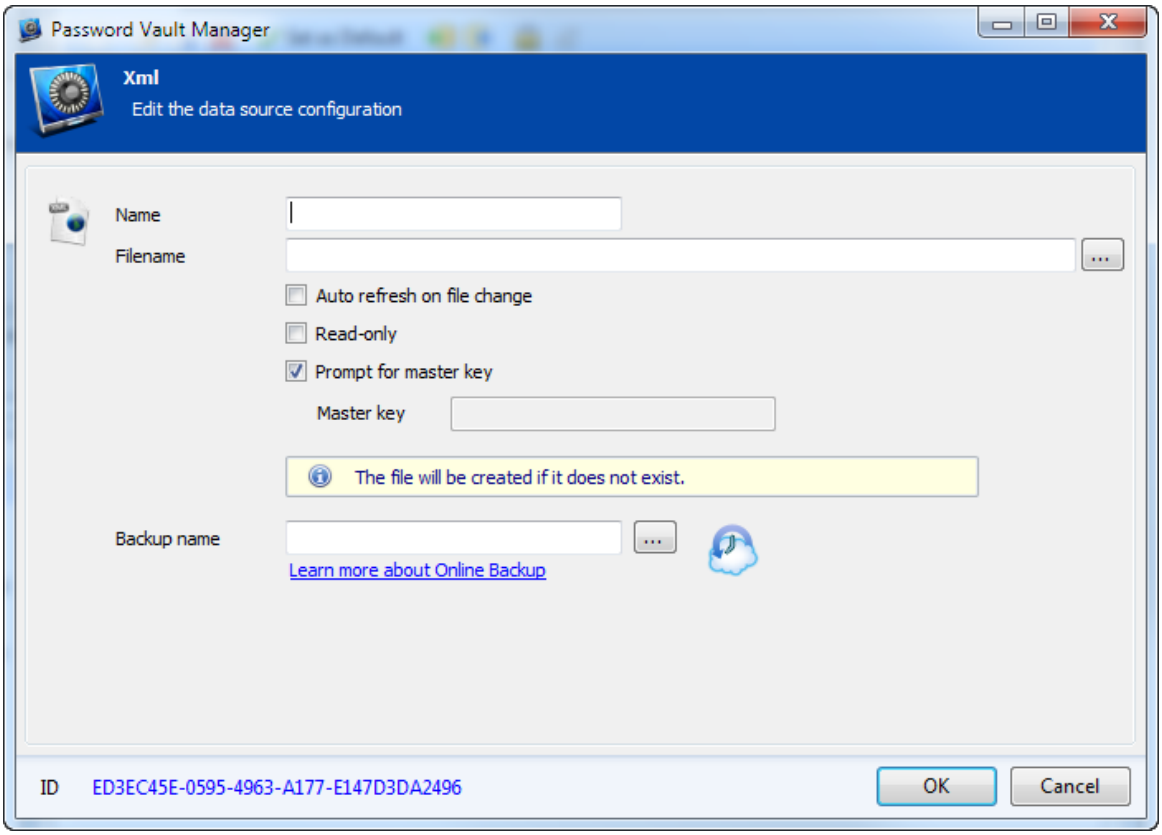


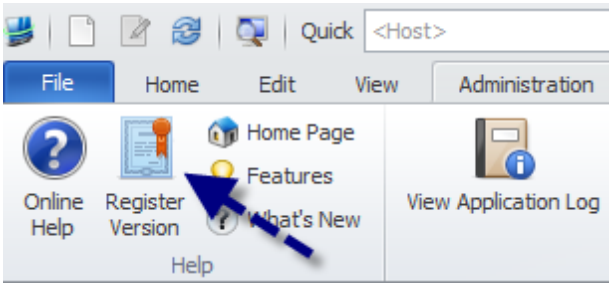
Data source saved on the portable device

2.1.4 Registration

2.1.4.1 Register Enterprise Edition

Instructions

To register or select a version, go in the menu **Help > Register Version**.



Register button

Enterprise Edition

After you receive our email with your serial number, you can register the application and unlock the Enterprise features.
Enter the user name and serial number exactly as noted in the email.

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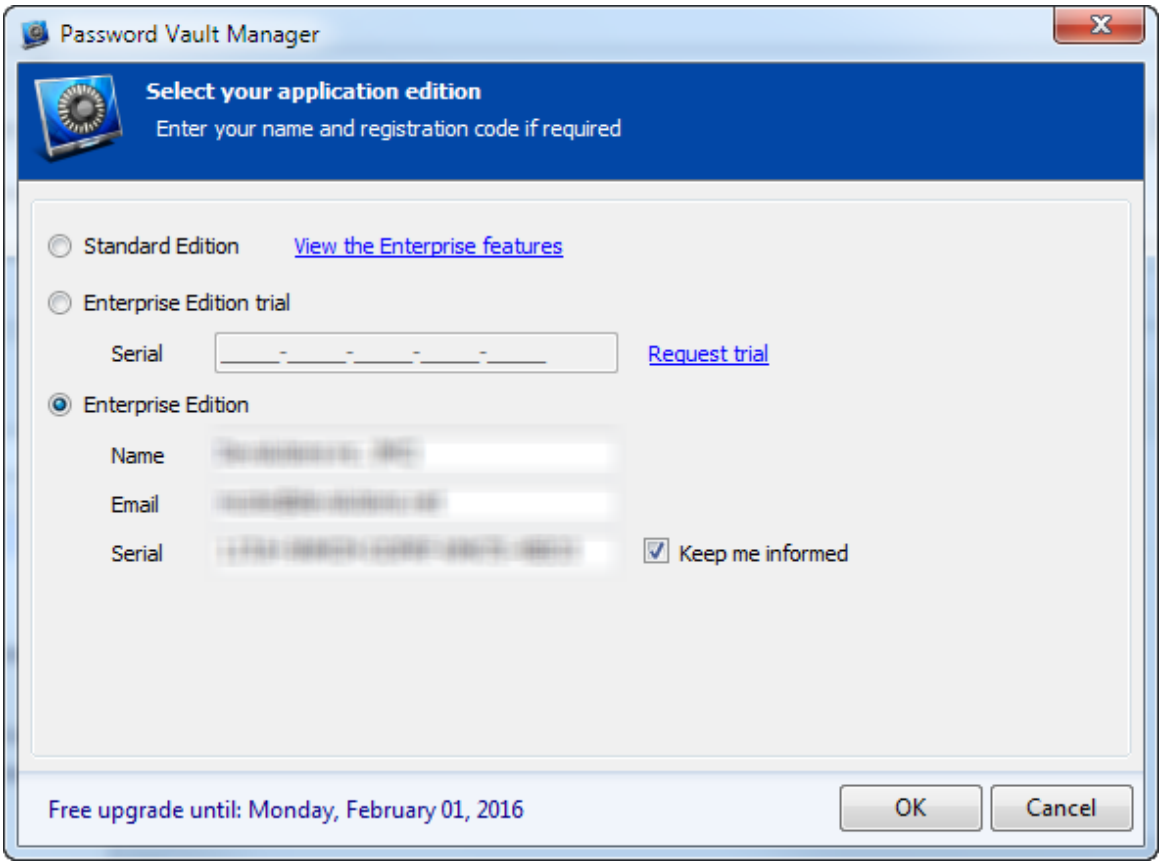

Registration Dialog

2.1.4.2 Register Free Edition

Description

The Free Edition of Password Vault Manager is indeed free, but does require registration in order to use it. To allow you to test it fully before you even have to divulge your email address to us, we have granted a 30 day grace period during which no registration is necessary.

Upon every application launch, this dialog will appear. It presents the number of days left in the grace period, and the choice of source for registration data.

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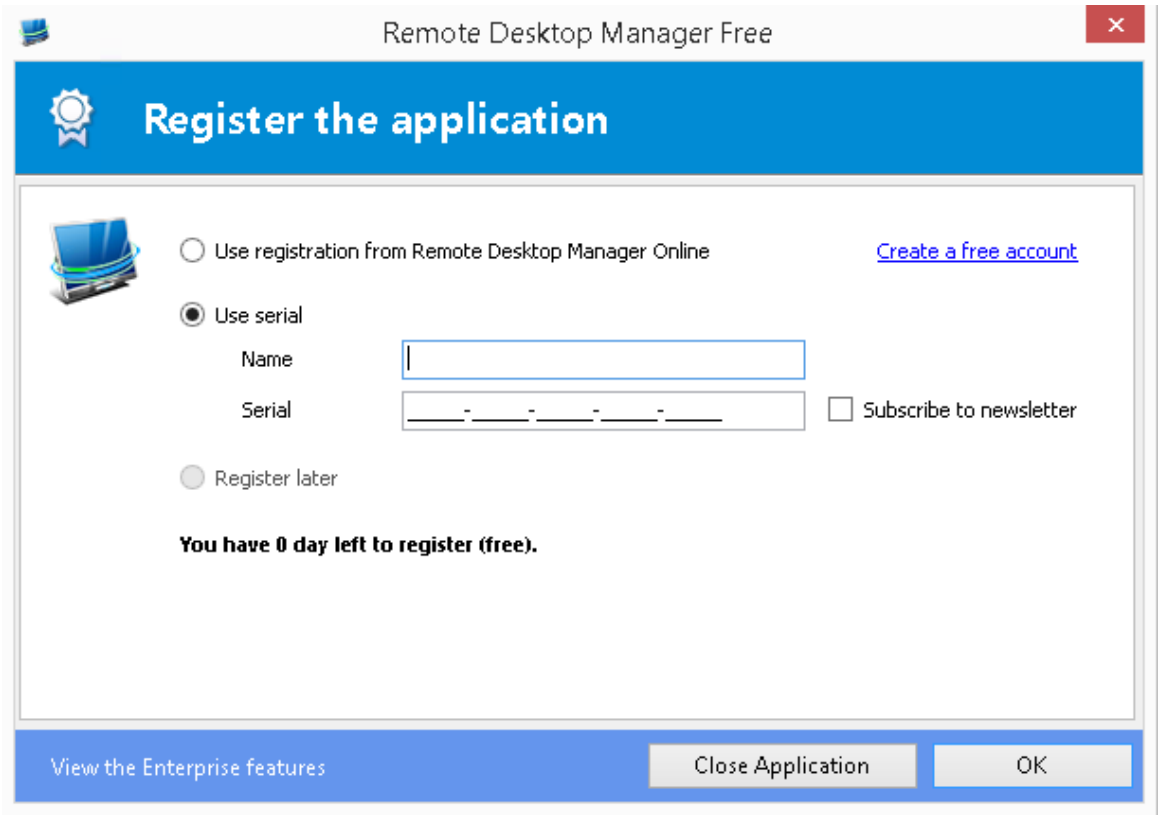

Registration Dialog

Use registration from Remote Desktop Manager Online (RDMO)

Every holder of a RDMO account (which are also free) has been assigned licence keys for all of our free products. If you choose that option, upon pressing Ok a dialog will appear prompting for your login information. The licence key will be obtained automatically. You can also use the hyperlink to create your free account.

Use an existing RDMO account

As you can see in this image, you can enable ***Automatically sign-in at startup***, this will be important if you use a RDMO data source, or our Online Backup service. Enter you account information and we will obtain the serial automatically.

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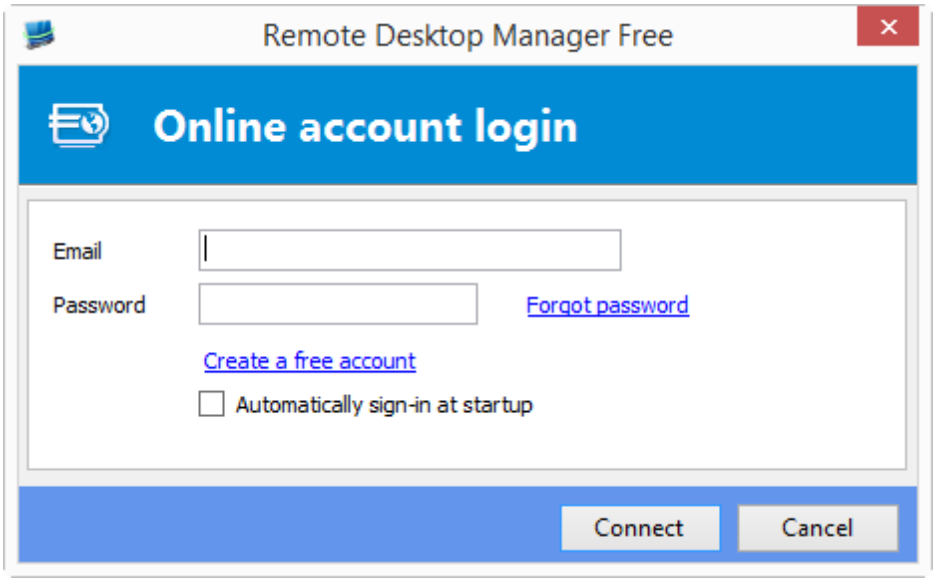

RDMO account login

Create a new RDMO account

Click on the ***Create a free account*** hyperlink in either of the above forms to display the following registration form.

RDMO Account registration is not complete until you have received the activation email and clicked on the ***Activate*** link. Attempting to complete the Remote Desktop Manager Free registration process will fail until you have confirmed your email address!

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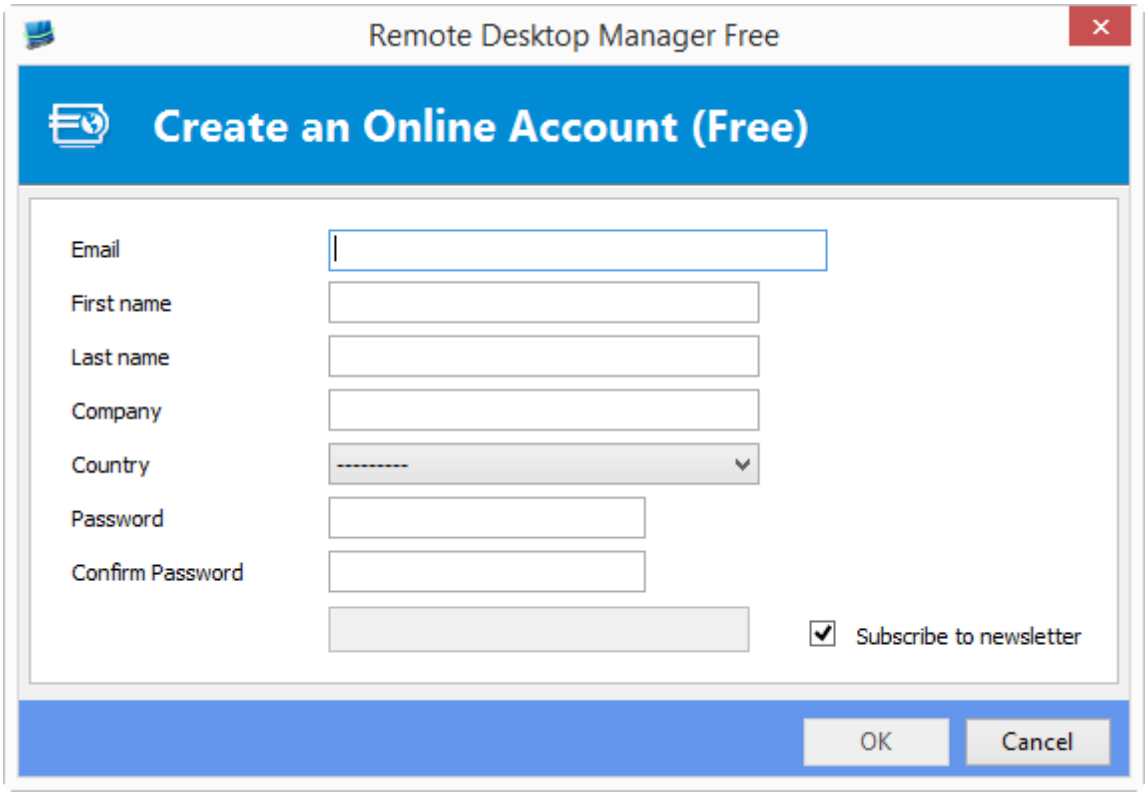

Create RDMO account

Manually entering registration information

Sometimes you have gotten a licence key through our support or sales channels, or maybe you need to register the product on a **computer that does not have internet access**. Under these conditions you must enter the information manually.

If you need to obtain the serial from the RDMO account, login to https://online.remotedesktopmanager.com and click on the Serials button at the lower left. This will display your serials for the ***Free Editions*** of both ***Remote Desktop Manager*** and ***Password Vault Manager***.

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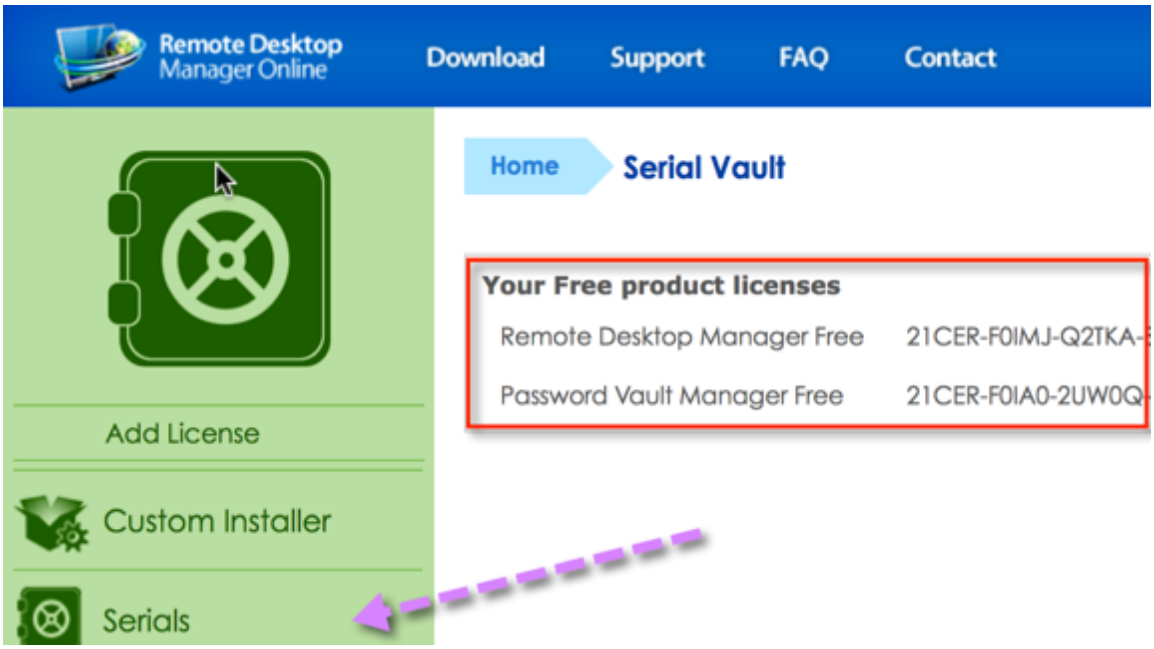

RDMO Serials Section

2.2 Database

2.2.1 Upgrade

Description

This topic applies to installations with data sources that are using a database as their data store.

Some releases must modify the database structure. These are performed automatically for you but it is a best practice to perform a backup of your data source beforehand. Additionally If you are in a team environment you must be the sole user connected to the database during the upgrade.

Follow these steps for a successful version upgrade.

1. Ensure you are the sole user of the database during the upgrade process.
2. Backup your database using the DBMS tools.
3. Open RDM while logged in as a user with adminitrative rights. You must also be **SYSDBA** or **DB_OWNER**.
4. You may be prompted with an upgrade message when your data source is accessed. If so accept the upgrade.
5. Update the client software on all workstations.

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2.3 Others

2.3.1 Configure SQL Server

Server Computer

1. Install or unzip Password Vault Manager Enterprise on the machine.

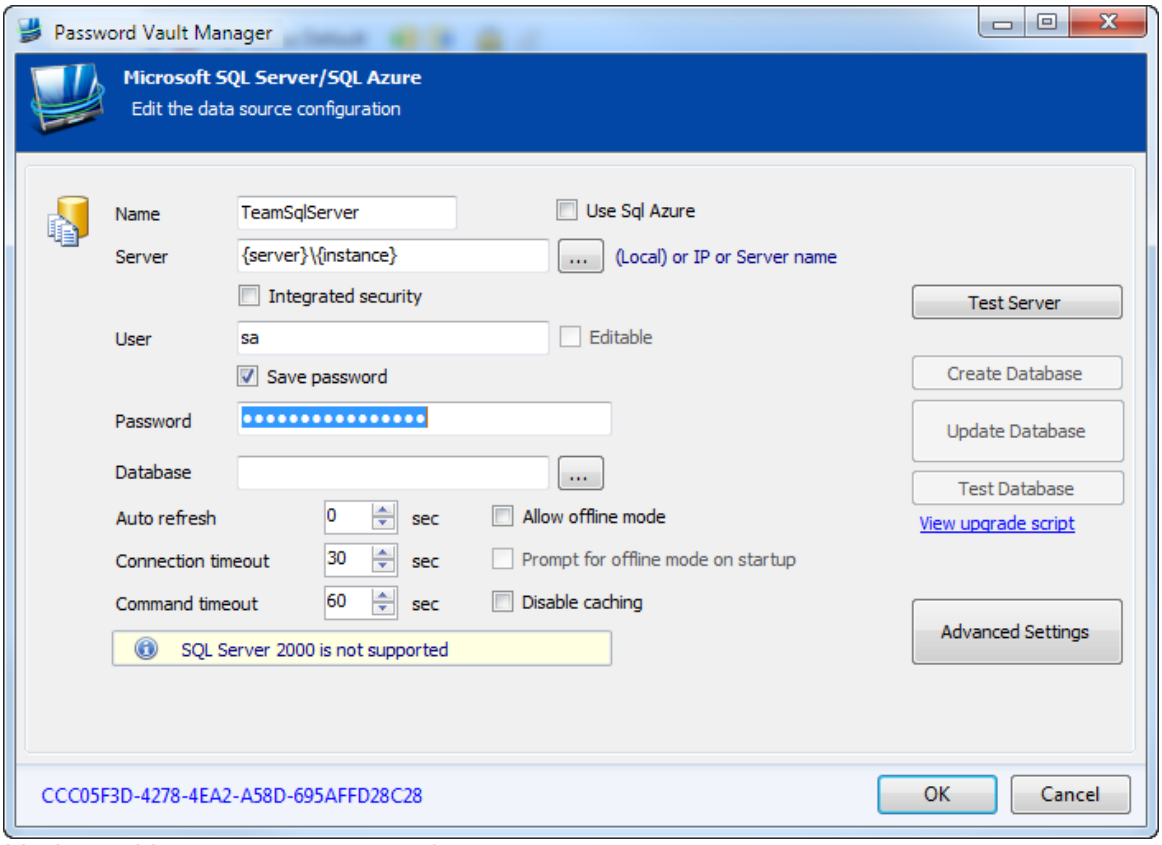
2. Install SQL Server or SQL Server Express (this version is free) with the administrative user named "sa". Therefore it has had to be configured in Mixed mode authentication.

> Newly installed SQL Server instances do not allow remote connections. Please follow the directions in SQL Server.

3. To create an empty database, select **File -> Data Sources,** select **New** then choose Microsoft SQL server in the list.

> To create the Password Vault Manager database, you must use the "sa" user, domain users are not supported yet.

4. Configure the connection with the "sa" user and test the connection using **Test server**.



SQL Server/SQL Azure data source configuration

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5. Enter a name for the database and click **Create Database**.

6. Create and configure security access for any other user needed in Password Vault Manager **File -> Administration -> Users**

Client Computer

1. Install or unzip Password Vault Manager Enterprise on the machine.

2. Configure Password Vault Manager to connect directly to the SQL Server (use the machine name and SQL Server instance name).

3. You can configure the connection in the menu: **File -> Data Sources**.

4. Click on **Add SQL Server Data source**.

5. Configure the connection settings and test the connection.

2.4 Uninstall

Instructions

Password Vault Manager doesn't install anything in the Windows directory, and the only registry settings created are for the auto run and the installation path. As a result, Password Vault Manager can be uninstalled easily.

You can run the uninstaller if it was installed with the default setup file, or delete the installation folder directly if it was installed from the binaries.

You can also manually delete the content of **"%LocalAppData%\Devolutions\PasswordVaultManager"** or **"%AppData%\Devolutions\PasswordVaultManager"**

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Data Sources

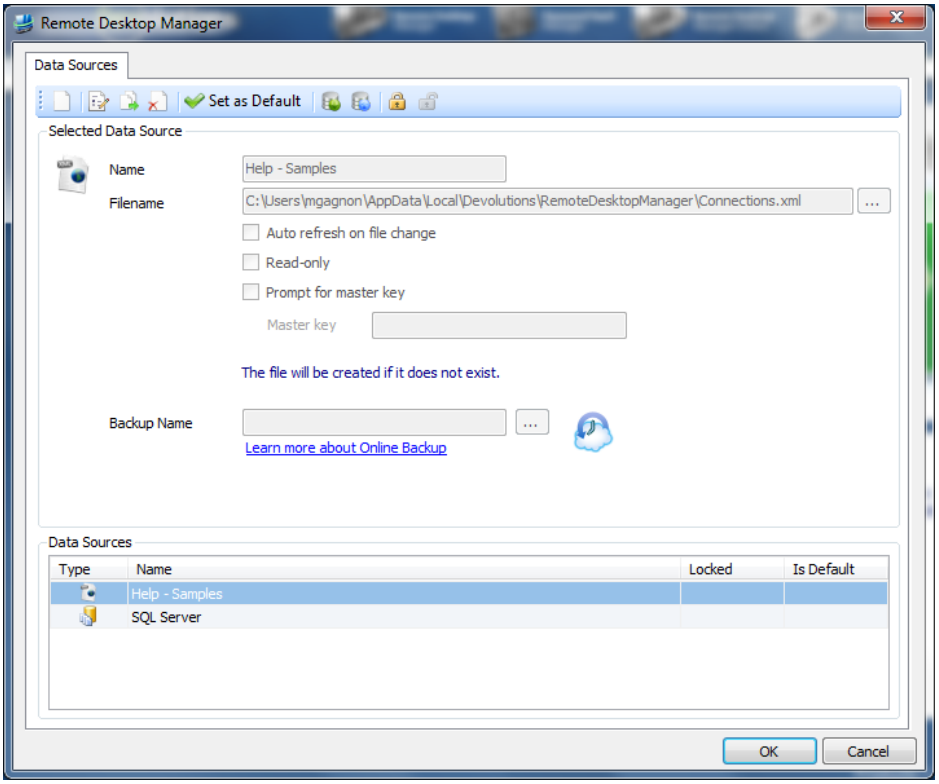
Part

3 Data Sources

3.1 Overview

Description

All entries are saved in a data source and a data source is a file or database. Password Vault Manager supports multiple types of data source. To start, decide which data source you'll be using. If you're running the Standard edition, you'll be running from the local data source (which is an Xml database by default).



Data source options

Data Source Types

Name	Description	Pros and cons
Amazon S3 storage	Password Vault Manager saves the settings in a file located in an Amazon S3 bucket. Amazon S3 is a storage service for the Internet. It's designed to make web-scale computing easier for everyone. Amazon S3 provides a simple web services interface that can be used to store and retrieve any amount of data, at	Pros: • Can be shared in read-only mode • Backups (by Amazon) are automatic Cons: • You must have an Amazon account and pay storage fees • No security management • There is a possibility for conflict or data corruption to occur • Doesn't support all features, such as

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	any time, from anywhere on the web, and Password Vault Manager use its API to persist your session settings. More details on cloud computing and Amazon S3 can be found at: http://aws.amazon.com/s3/	attachments, connection logs and security access
Dropbox	Password Vault Manager uses the Dropbox API to retrieve the XML file from the configured repository.	Pros: • Can be shared in read-only mode • Backups (by Dropbox) are automatic • Storage infrastructure is free Cons: • No security management • There is a possibility for conflict or data corruption to occur • Doesn't support all features, such as attachments, connection logs and security access
FTP	Password Vault Manager uses an FTP connection to retrieve the XML file.	Pros: • Can be shared in read-only mode • Easy to deploy online Cons: • No security management • There is a possibility for conflict or data corruption to occur • Doesn't support all features, such as attachments, connection logs and security access
Microsoft Access	Password Vault Manager saves the settings in a Microsoft Access database on the local machine, or on a network share. Microsoft Access is a pseudo relational database management system from Microsoft, which combines the relational Microsoft Jet Database Engine with a graphical user interface and software development tools.	Pros: • Easy setup • Can be shared • Easy backup Cons: • Slower than SQL Server • No security management • There is a possibility for conflict or data corruption to occur • Doesn't support all features, such as attachments, connection logs and security access
Microsoft SQL Server	Password Vault Manager uses the power of SQL Server to save and manage all sessions. This is the recommended data source for a multi-user environment. **Note:** SQL Server 2000 is not supported.	Pros: • Quick • Reliable • Secure • Supports all features, such as attachments, connection log, offline mode and security management • SQL Server Express is free

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		Cons: • SQL Server must be installed
MySQL	Password Vault Manager uses a mySQL database to store session information.	Pros: • Quick • Reliable • The database is free and can be installed on Linux • Supports all features, such as attachments, connection log, offline mode and security management Cons: • MySQL needs to be installed
Password Vault Manager Online	Password Vault Manager connects to Devolutions' online repository.	Pros: • Quick • Reliable • Secure • Supports all features, such as attachments, connection log, offline mode and security management • SQL Server Express is free Cons: • Not hosted internally • This will not be free permanently
XML file storage	Password Vault Manager saves the settings directly in a file with the XML format.	Pros: • Easy backup • Can be edited manually or by an external system • Nothing to install Cons: • No possibility of sharing • No security management • There is a possibility for conflict or data corruption to occur • Doesn't support all features, such as attachments, connection logs and security access
Web	Password Vault Manager uses a Web connection to retrieve the XML file.	Pros: • Easy backup • Can be edited manually or by an external system • Nothing to install Cons: • No possibility for sharing • Read-only • Doesn't support all features, such as attachments, connection logs and security access

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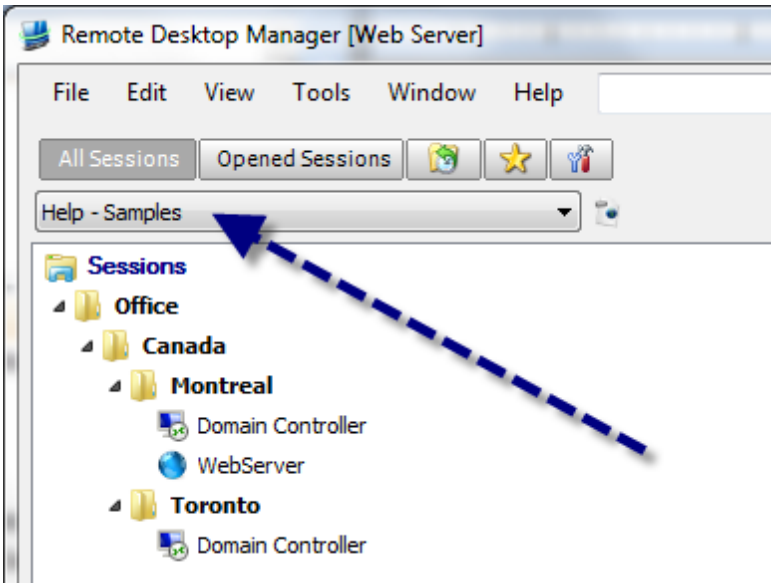
Multiple Data Sources

In the Enterprise edition, you can configure multiple data sources within the application. These data sources can be mixed, but there can only be one active data source at a time.

It's also possible to switch from one data source to another via the data source combo box. You may assign a default data source in the data source dialog. The default data source will be open when Password Vault Manager starts.



Choose your current data source

Data Source Settings

See this topic for more details

3.2 Import/Export Data Source

Import/Export Data Source

You can simplify deployment for multiple users by importing or exporting the data source. The generated file will have an .rdd extension. Password Vault Manager allows you to export the online data source settings directly to an .rdd file. So do this, simply open the data source dialog (**File->Data Sources...**) to import or export the file.

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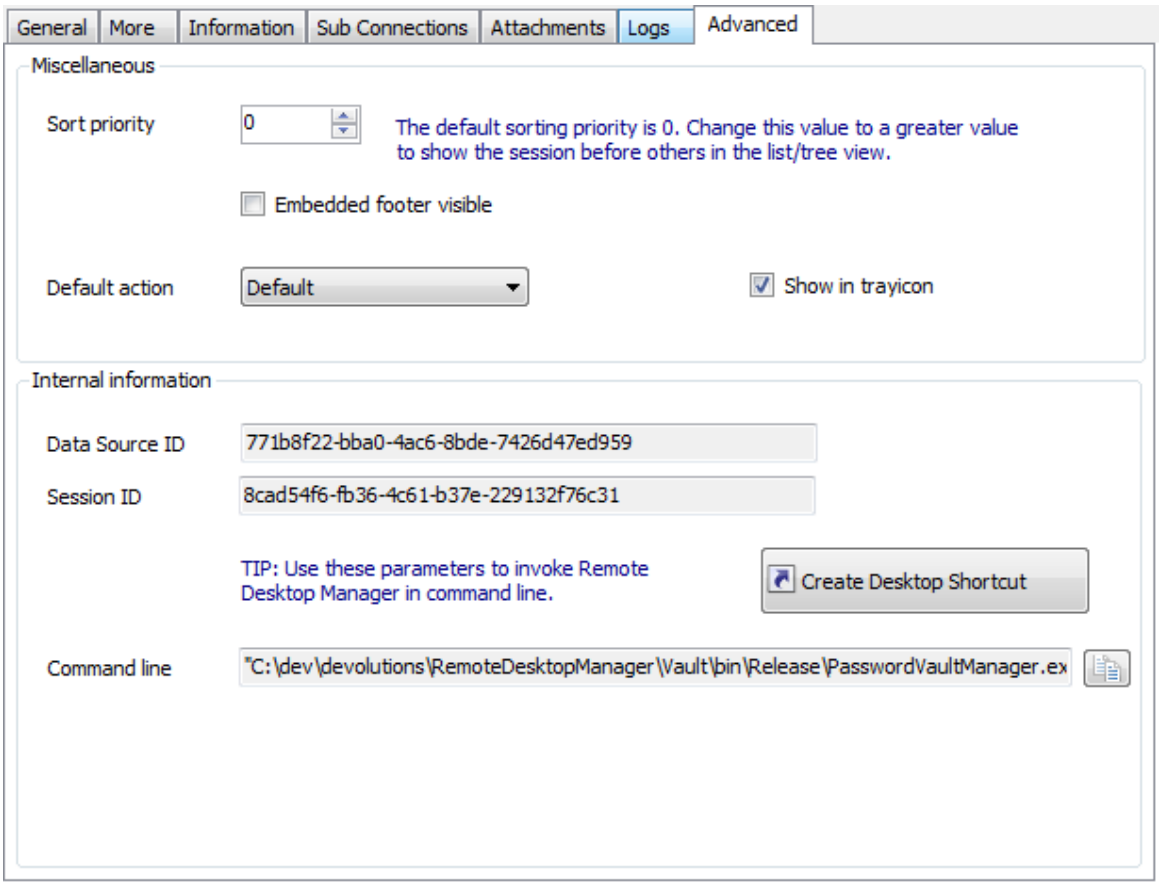

Import / export data source toolbar

Also, a locked data source can be exported and imported, but its content will not be accessible unless a password is entered. See Lock Data Source for more information.

3.3 Lock Data Source

Lock Data Source

To protect sensitive data in your data source configuration (e.g. server URL or credentials), you may wish to lock the data source before you install it for you users. You can do this by using the Lock/ Unlock button from the toolbar.

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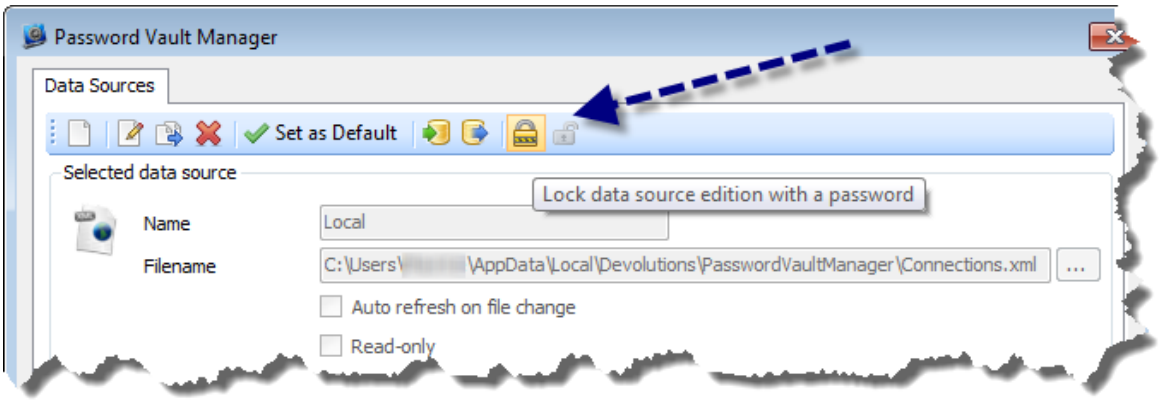
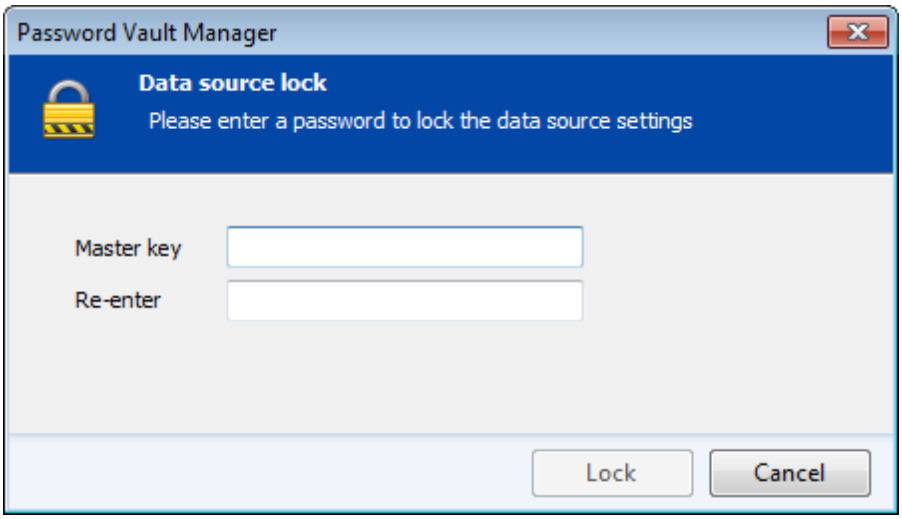


Lock data source toolbar

The locked data source will required a password. The password must be set when the lock is applied.



Lock data source dialog

There is **NO way** of unlocking the data source if the password is lost or forgotten. In such an event, you will need to configure a new data source.

3.4 Types

3.4.1 Amazon S3

Description

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Password Vault Manager saves the settings in a file located in an Amazon S3 bucket. Amazon S3 is storage for the Internet. It is designed to make web-scale computing easier for everyone.

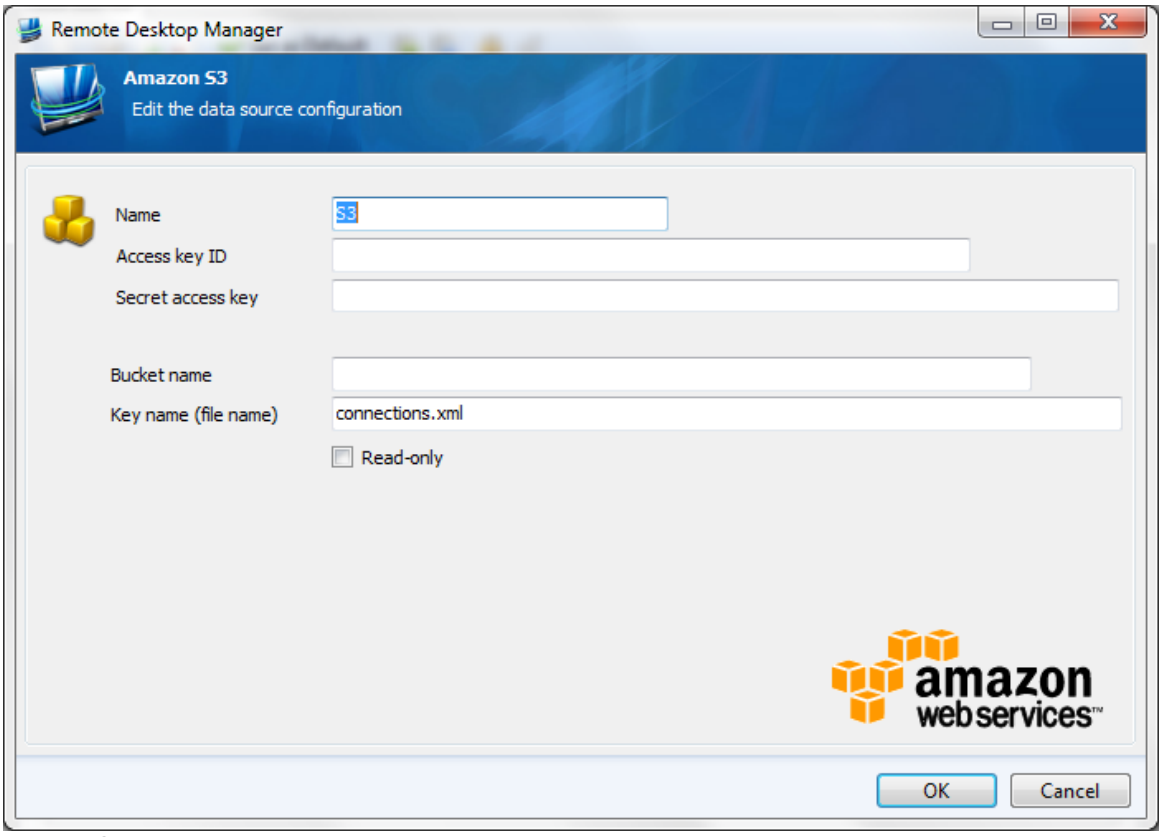
Amazon S3 provides a simple web services interface that can be used to store and retrieve any amount of data, at any time, from anywhere on the web and Password Vault Manager uses this API to persist your session settings.

More details on cloud computing and and Amazon S3 can be found at: http://aws.amazon.com/s3/

Highlights

- This data source can be shared over the Internet between multiple users
- No conflict management
- This is a file-based data source, based on the XML data source
- To avoid data corruption, the session list should be modified by one user at a time

Settings



Amazon S3 setting dialog

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3.4.2 Dropbox

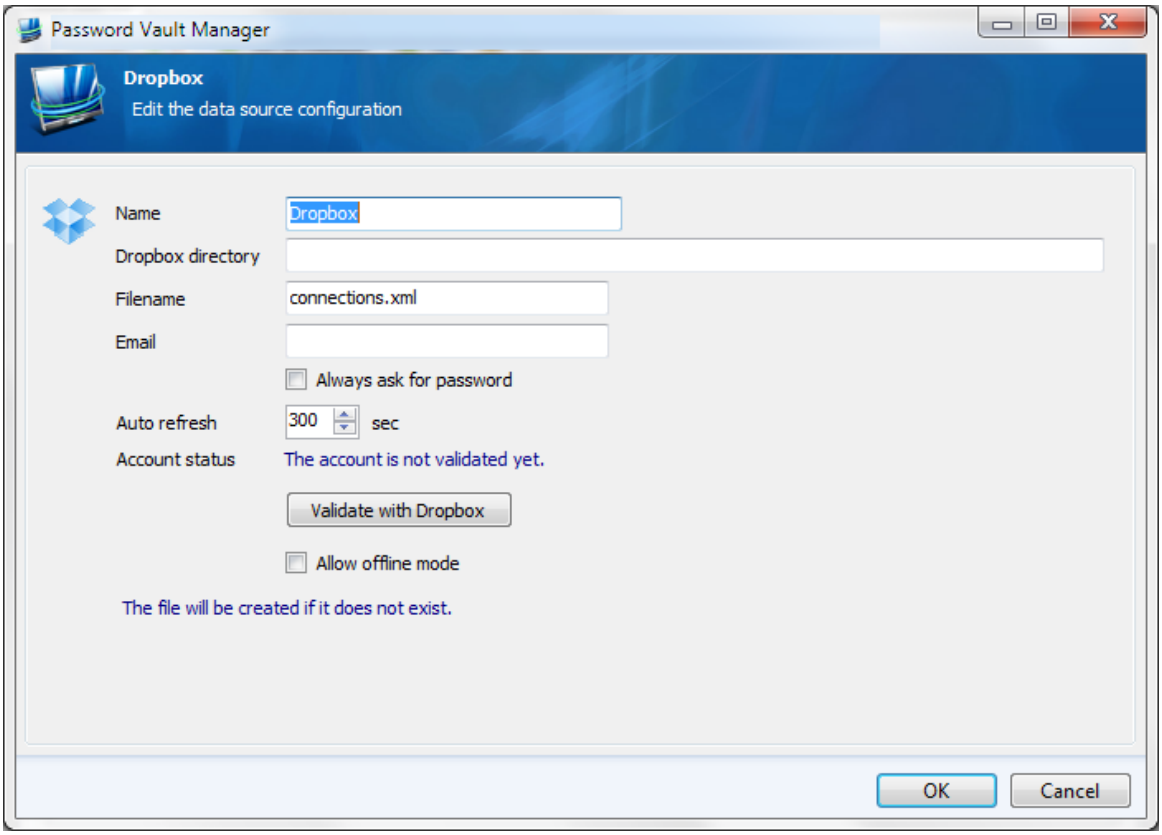
Description

Password Vault Manager uses the Dropbox API to retrieve the XML file from the configured repository. There is no need to install the Dropbox client on the machine to open the data source. It is also possible to configure more than one Dropbox account on the same machine.

Highlights

- This data source can be shared over the Internet between multiple locations
- No conflict management
- The data source supports auto refresh
- This is a file-based data source, based on the XML data source
- To avoid data corruption, the session list should be modified in one location at a time
- No need to have the Dropbox client installed to use the Dropbox data source
- Each Dropbox data source can use a different Dropbox account

Settings



Dropbox setting dialog

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3.4.3 FTP

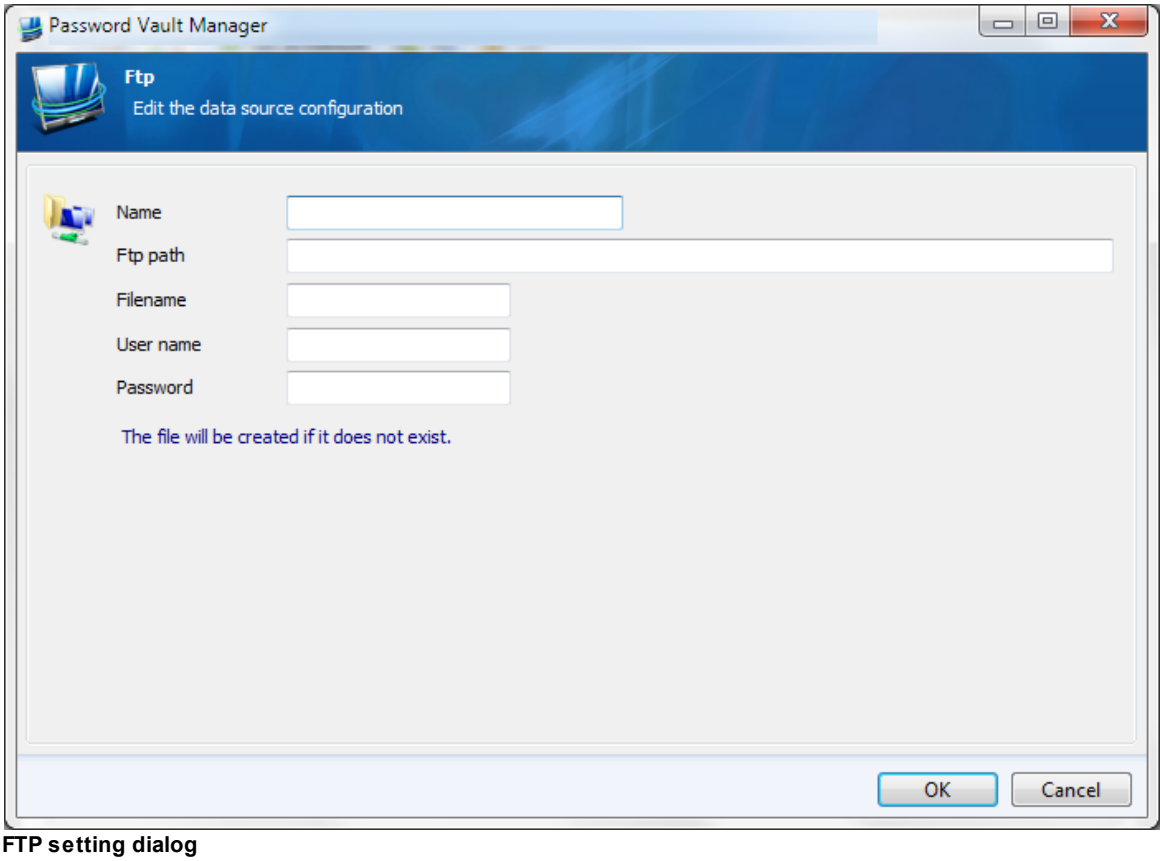
Description

Password Vault Manager downloads and uploads the session settings directly from file located on an FTP site.

Highlights

- This data source can be shared over the Internet between multiple users
- No conflict management
- This is a file-based data source, based on the XML data source
- To avoid data corruption, the session list should be modified by one user at a time

Settings



FTP setting dialog

3.4.4 Microsoft Access

Description

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Password Vault Manager saves the settings in a Microsoft Access database, located on the local machine or on a network share.

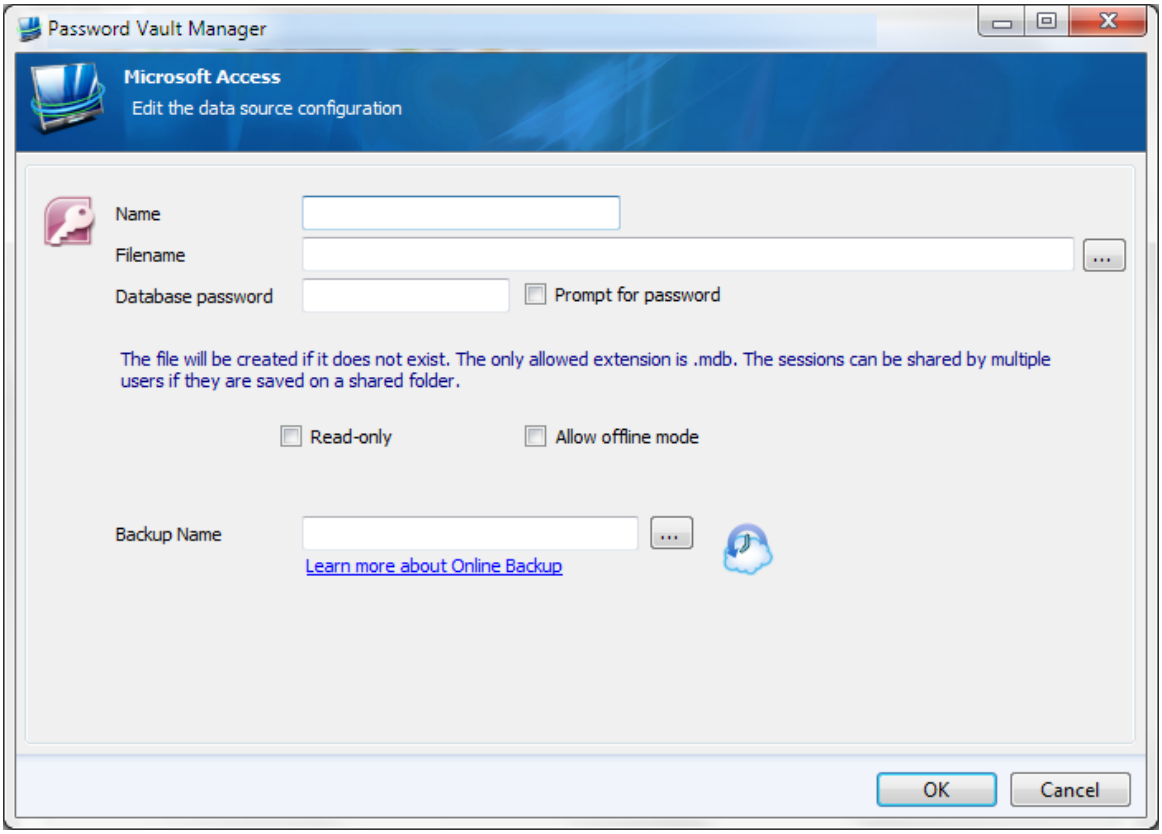
Microsoft Access is a pseudo relational database management system from Microsoft, which combines the relational Microsoft Jet Database Engine with a graphical user interface and software development tools.

Highlights

- This data source supports the native Access database password (Note that the password must be set using Microsoft Access directly -- Password Vault Manager does not allow you to set or change the database, because it requires an exclusive connection to it)
- The offline mode is supported by this data source
- The database can be shared by multiple users on a network drive, but the performance and the data integrity can't be guaranteed
- The Online Backup service is available for this data source

This data source is not recommended since Microsoft has stopped providing support in the newest Windows version.

Settings


Password Vault Manager
Microsoft Access
Edit the data source configuration
Name
Filename
Database password
Prompt for password
The file will be created if it does not exist. The only allowed extension is .mdb. The sessions can be shared by multiple users if they are saved on a shared folder.
Read-only
Allow offline mode
Backup Name
Learn more about Online Backup
OK
Cancel

Access settings dialog

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3.4.5 Web

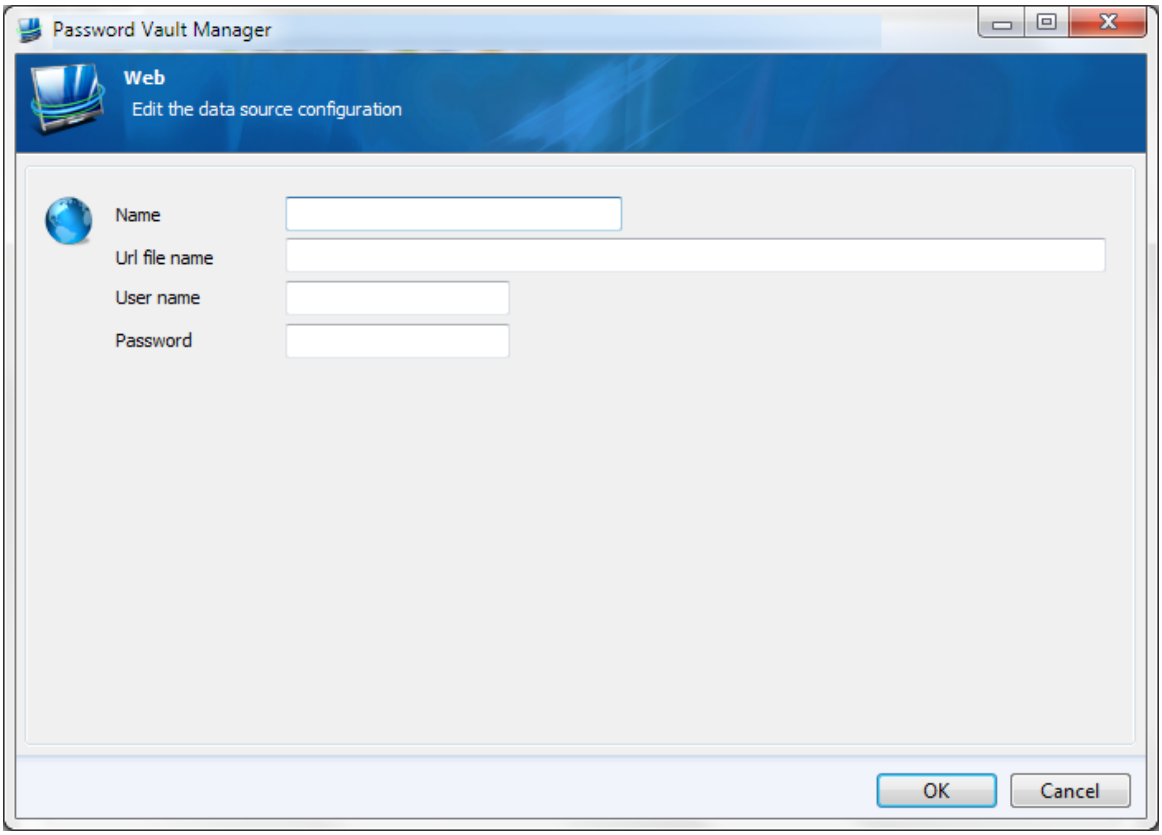
Description

Password Vault Manager reads the session settings directly from a file located on a web site.

Highlights

- This read-only data source can be shared over the Internet between multiple users
- This is a file-based data source, based on the XML data source
- Supports Windows authentication in IIS

Settings



Web setting dialog

3.4.6 XML

Description

Password Vault Manager saves the settings directly in a file with the XML format.

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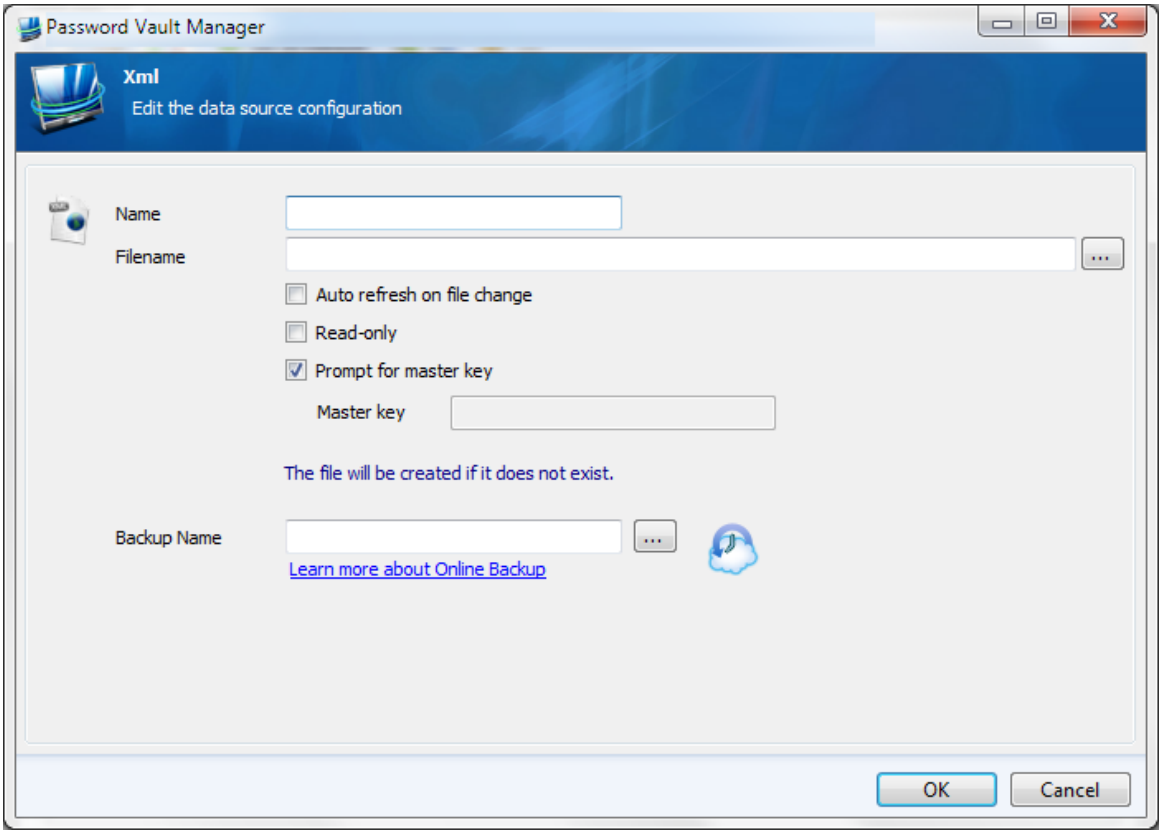
Highlights

- This is a very simple data source and it can be modified or generated by an external tool
- It's possible to configure auto refresh and share the file on a network share
- There is no locking mechanism -- therefore only one user at the time should modify the list
- This is a good replacement for the Access data source, or for users who have problems with their MDAC driver (Microsoft Access database connector)
- The Online Backup service is available for this data source

All passwords are encrypted by default. You can specify a custom password (master key) to fully encrypt the content of the file.

It's impossible to recover the data if the master key is lost. Please make sure to remember or backup the master key in a safe place.

Settings



XML setting dialog

3.4.7 Advanced Data Sources

Description

We call advanced data source those which support these features:

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- Attachments
- Audit and logs
- Advanced security with user and security group management

For now it's supported by those data sources:

- Microsoft SQL Server/SQL Azure
- MySQL
- Remote Desktop Manager Online (RDMO)

3.4.7.1 Microsoft SQL Server/SQL Azure

Description

Password Vault Manager uses the power of SQL Server to save and manage all sessions. This is the recommended data source type for a multi-user environment. Microsoft SQL Server 2005, 2008 and 2012 are supported (All editions except the compact). See this Installation topic for more details about how to configure SQL Server.

Highlights

- This data source allows user management with a superior security model
- The offline mode can be used when the server is unavailable, or when the user is on the road
- Full connection log and attachments support
- The data source supports an auto refresh at specific interval
- Microsoft SQL Azure can be used to create an online database. Get more detail on SQL Azure here
- A proper database backup strategy should be implemented to minimize possible data loss

SQL Server 2000 is not supported.

To configure a SQL Server/SQL Azure data source, please read the Configure SQL Server topic.

3.4.7.2 MySQL

Description

Password Vault Manager uses a MySQL database to store the session data. The MySQL data source is an add-on. It must be installed separately, and is only supported in the Enterprise edition.

Highlights

- The data can be shared on a MySQL database installed on either Windows or Linux
- Full connection log and attachments support

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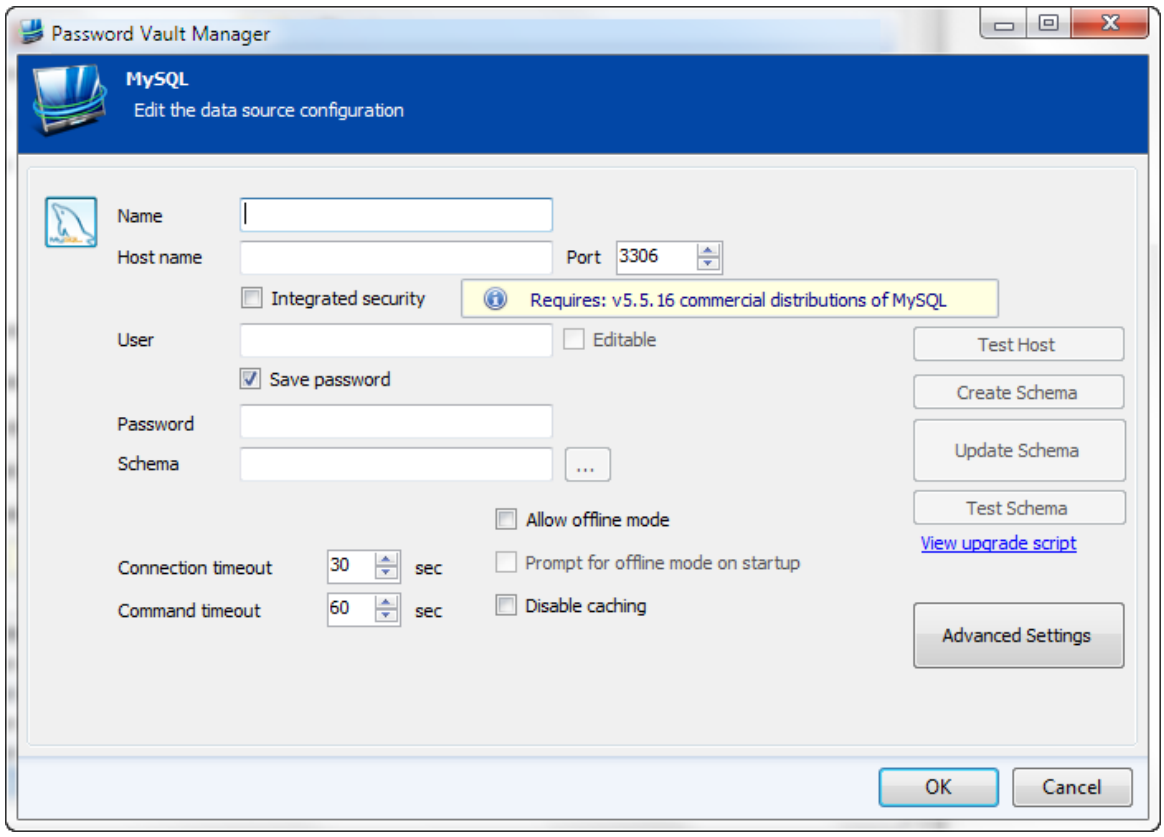
- Security management support

Settings



MySQL setting dialog

3.4.7.3 Remote Desktop Manager Online (RDMO)

Description

Remote Desktop Manager Online is a hosted repository managed by Devolutions. The Password Vault Manager client connects directly to the data source. For details on this service, please visit https://online.remotedesktopmanager.com.

Highlights

- No VPN required to access the data
- Full connection logs
- Hosted on Microsoft Windows Azure and Microsoft SQL Azure
- This data source allows user management with security groups
- The offline mode can be used when the server is unavailable, or when the user is on the road

For information on how to obtain a trial subscription, please consult Trial.

Settings

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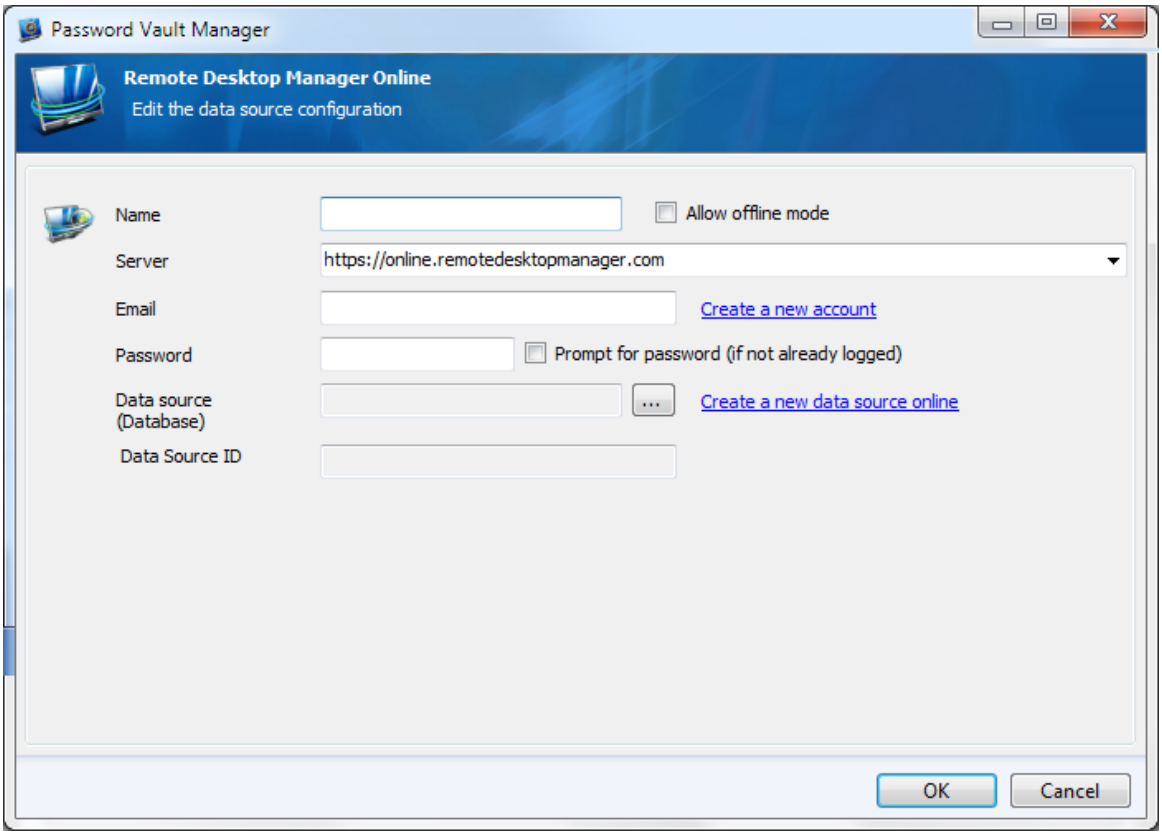

Remote Desktop Manager Online setting dialog

3.4.7.3.1 Trial

Description

Requesting a trial for the Remote Desktop Manager Online (RDMO) service is quite easy.

1. Go online at https://online.remotedesktopmanager.com
2. Create a new data source

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3. Start the trial for 30 days with no restriction

4. Open Password Vault Manager and add the data source, more details in Remote Desktop Manager Online (RDMO)
5. Add/Edit/Remove users and security access, please see User Management

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Entry Types

Part

4 Entry Types

4.1 Data Entries

Description

Title	Description
Name	The name of the data entry that appears in the data entries list.
Group / folder	This is used to organize the data entry in different folders, either in the context menu or in the tree view. Learn more here.
Security Group	In the Professional edition, allows the Administrator to assign a security group to a data entry, and permit a subset of selected users to see this data entry.
Url	Url of the web page for this entry. Url will be used to navigate to the web site.
Machine name	Machine name
Employee	Employee name
More tab page	Contains the data entry description, the keyword entries and typing macro information. The data entry description can be in plain text, in rich text format, or a website link.
Information tab page	Contains different types of information related to the data entry, such as the machine specifications or some useful notes. Custom information can also be added.
Advanced tab page	Contains more advanced settings related to the data entry.

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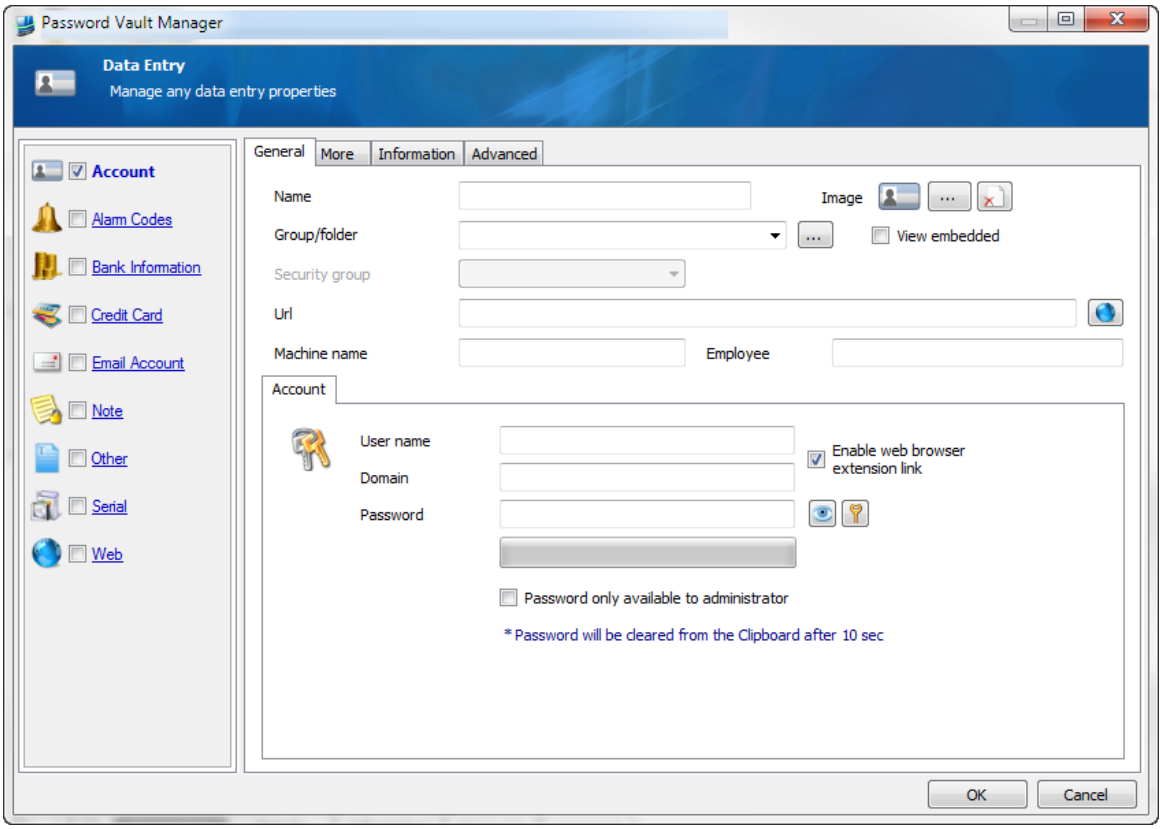

Data entry common settings

4.1.1 Overview

Description

Data entry types are used to store sensitive information like password, serial numbers, credit card information into the data source.

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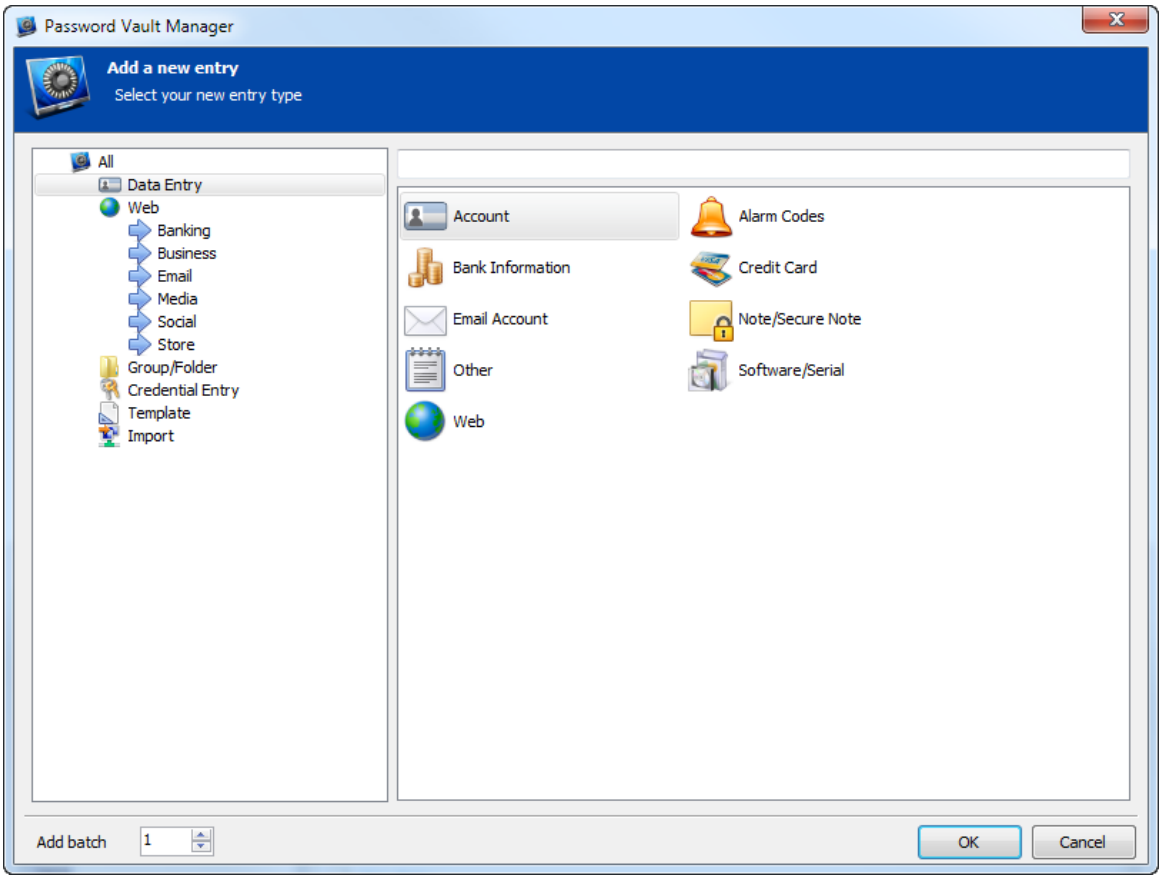

New data entry dialog

4.1.2 Auto Fill

Description

The Auto Fill feature will enter the user name and password defined in a entry, into the web site login controls. For this feature to work you need to have a browser extension installed and configured properly. The most popular Windows based browsers are supported : Google Chrome, Mozilla Firefox and Microsoft Internet Explorer.

Installation

Refer to these topics for your browser of choice. You can use many of them concurrently without causing issues in Password Vault Manager.

- Chrome Extension
- Firefox Extension
- IE Extension

Creating Data Entries

Web & Account data entry types both support Auto Fill. They must how ever be configured to allow web browser extension links. The Url field must be the url of the login page for the given page (Ex. http://login.live.com). You must also enable the **Enable web browser extension link** option.

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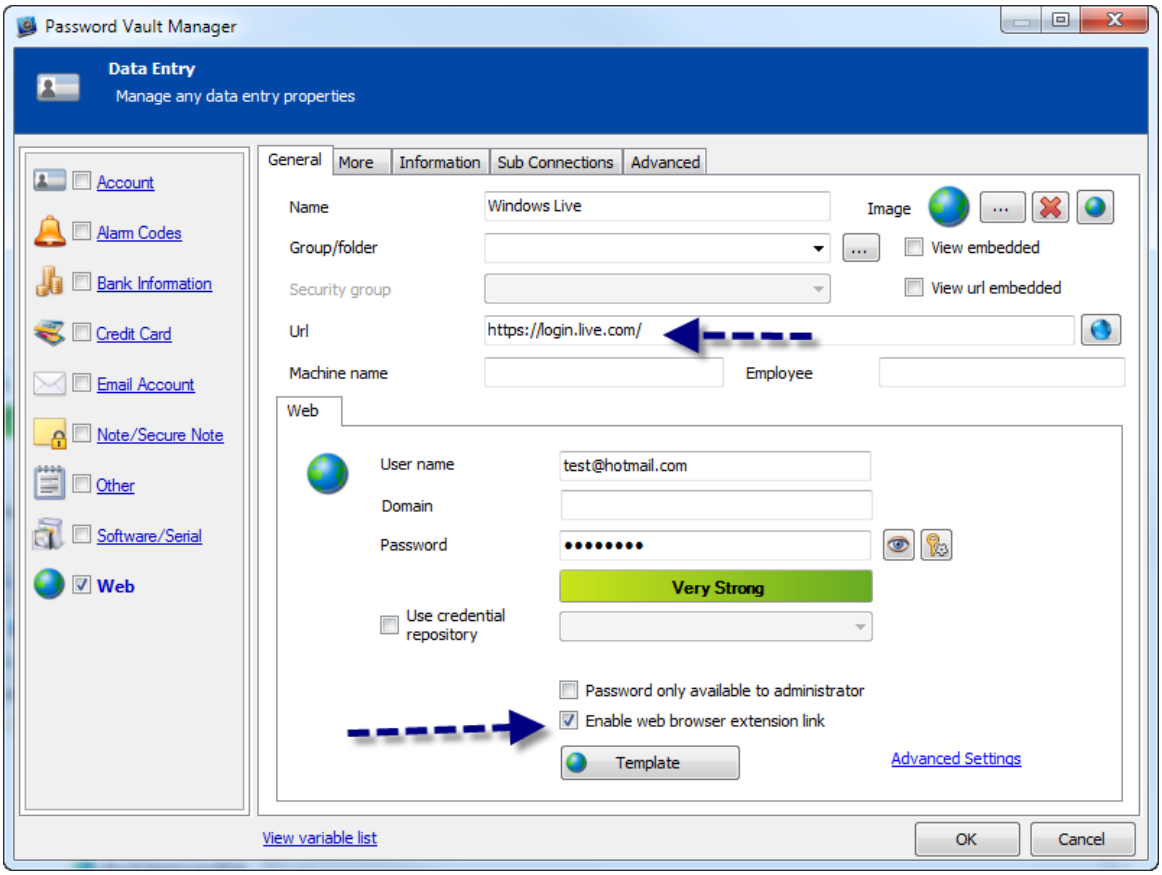

Auto fill support

Troubleshoot

Data entries must be marked(checked) as "Enable web browser extension link" for auto fill feature to work.

If Password Vault Manager is configured with multiple data sources only the currently active data source will be queried.

When multiple data entries match the web site Password Vault Manager will prompt for you to select a specific data entry.

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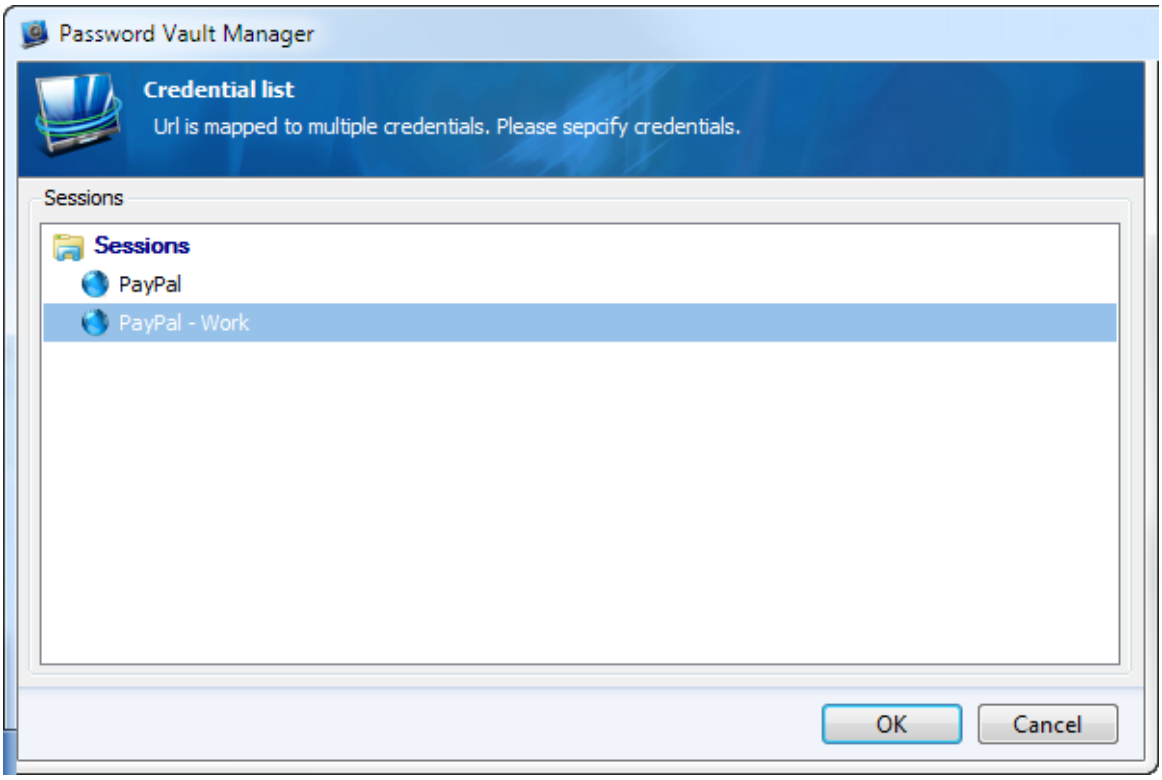


Select specific data entry

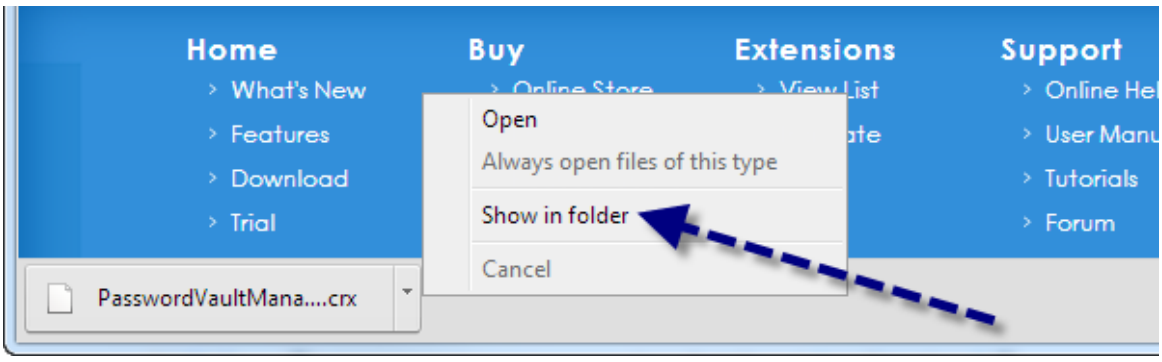
4.1.2.1 Chrome Extension

Description

Password Vault Manager - Chrome Extension

Installation

- Start Chrome
- Go here & download the .crx file Password Vault Manager for Chrome Extension
- You should see a warning saying that "*Apps, extensions, and user scripts cannot be added from this website*.", press OK to acknowledge.
- At the bottom you should see the downloaded file, using the arrow open the menu and select **Show in folder**.



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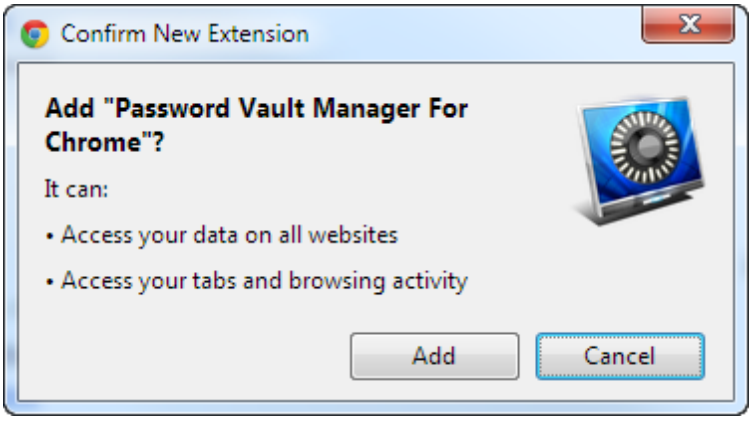
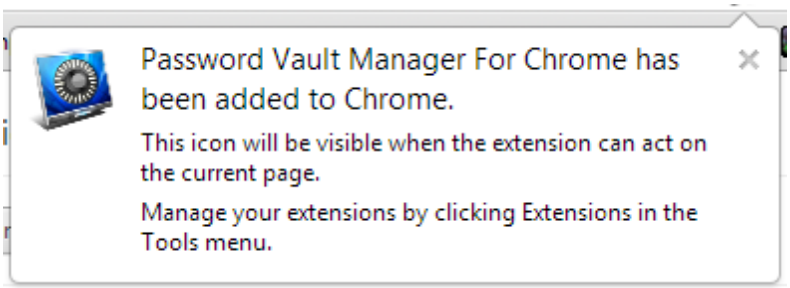
- open the Chrome extensions management page (Settings -> Extensions)
- Drag the PasswordVaultManagerChrome...crx file in the Chrome Window, you will see a "Drop To Install" area appear, drop the file in the area.
- Confirm the installation



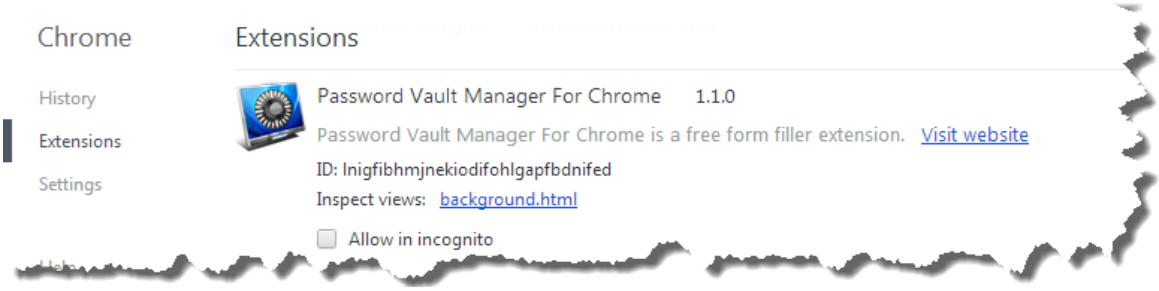
Confirm Chrome Extension Installation

- Installation is now complete, you should see a confirmation window


Password Vault Manager For Chrome has been added to Chrome.
This icon will be visible when the extension can act on the current page.
Manage your extensions by clicking Extensions in the Tools menu.

Password Vault Manager For Chrome is now installed

- To view/manager all installed Chrome extensions Tools -> Extensions



Password Vault Manager For Chrome is now installed

Using

- Open Password Vault Manager if not already started
- You will need to configure the Password Vault Manager for Chrome extension of first use

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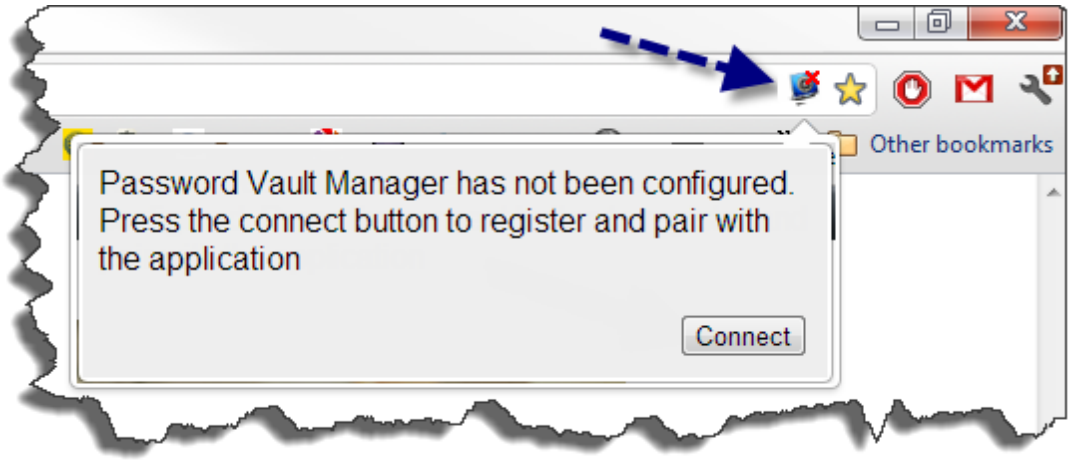
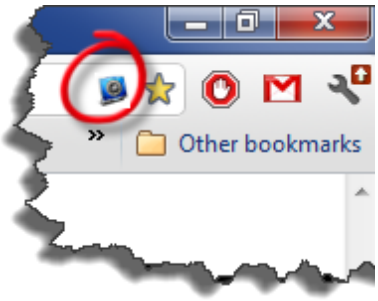

Other bookmarks
Password Vault Manager has not been configured.
Press the connect button to register and pair with
the application
Connect

Connect Extension to Password Vault Manager

- Open a web site that has been configured in Password Vault Manager
- Check the status of the extension



Connect Extension to RDM

- Right click in either the username or password field and select the fill option

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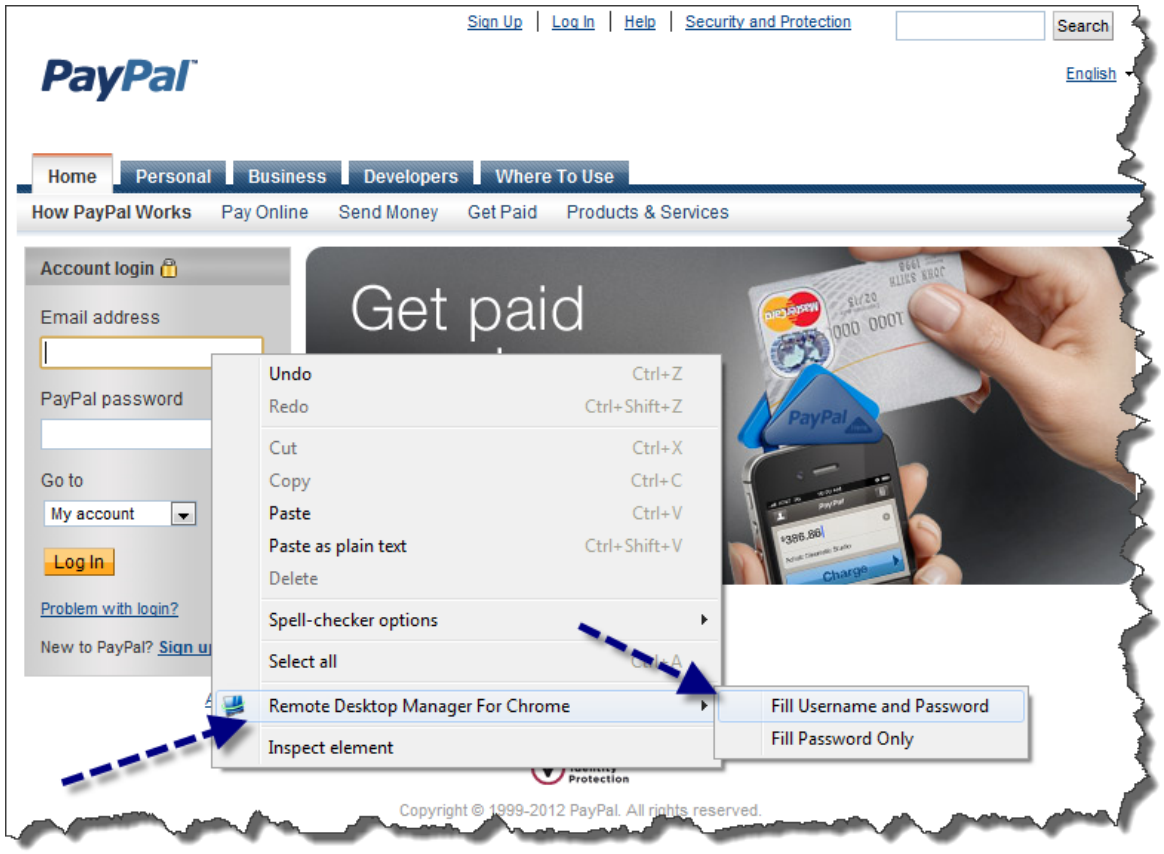
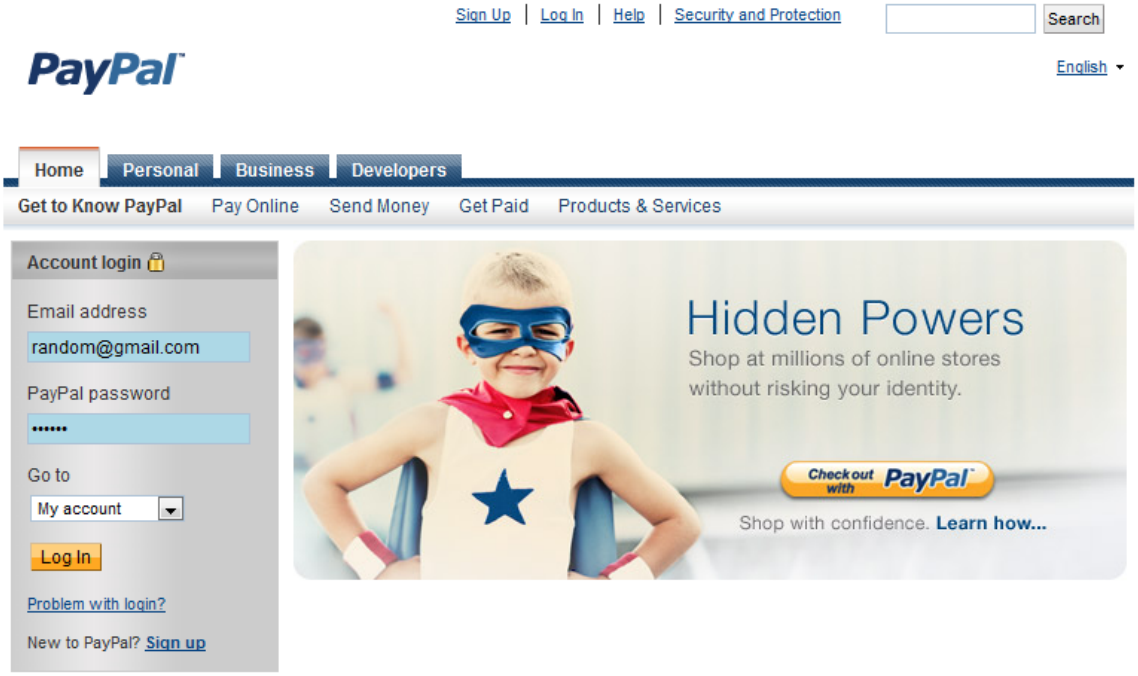


Select Fill Option

- Result



Sample web site populated with Password Vault Manager auto fill feature

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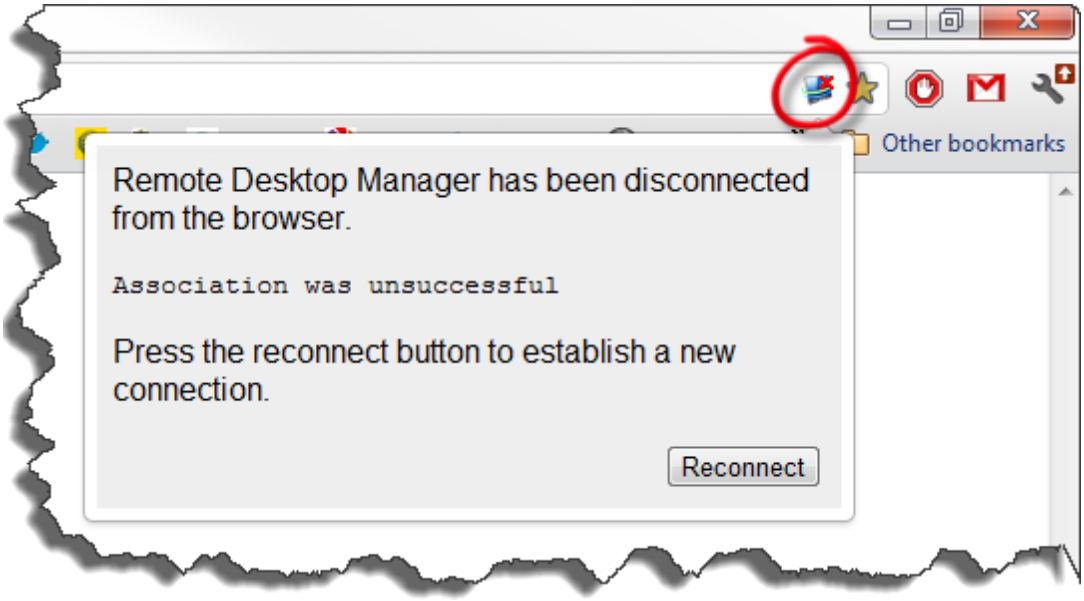
Troubleshoot

If an error occurs the extension icon will show the error icon. Simply click on the icon for further information.


Other bookmarks
Remote Desktop Manager has been disconnected from the browser.
Association was unsuccessful
Press the reconnect button to establish a new connection.
Reconnect

Sample Extension Error

4.1.2.2 Firefox Extension

Description

Password Vault Manager - Firefox Extension

Installation

- Start Firefox
- Go here & download the .xpi file Password Vault Manager - Firefox Extension

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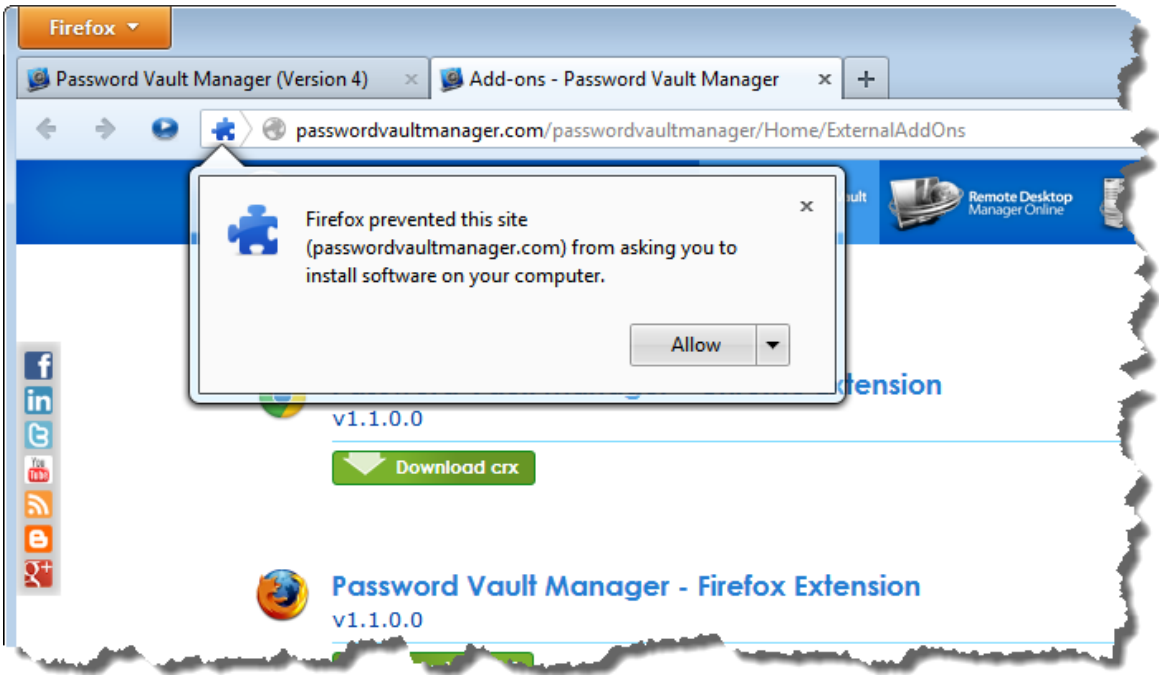
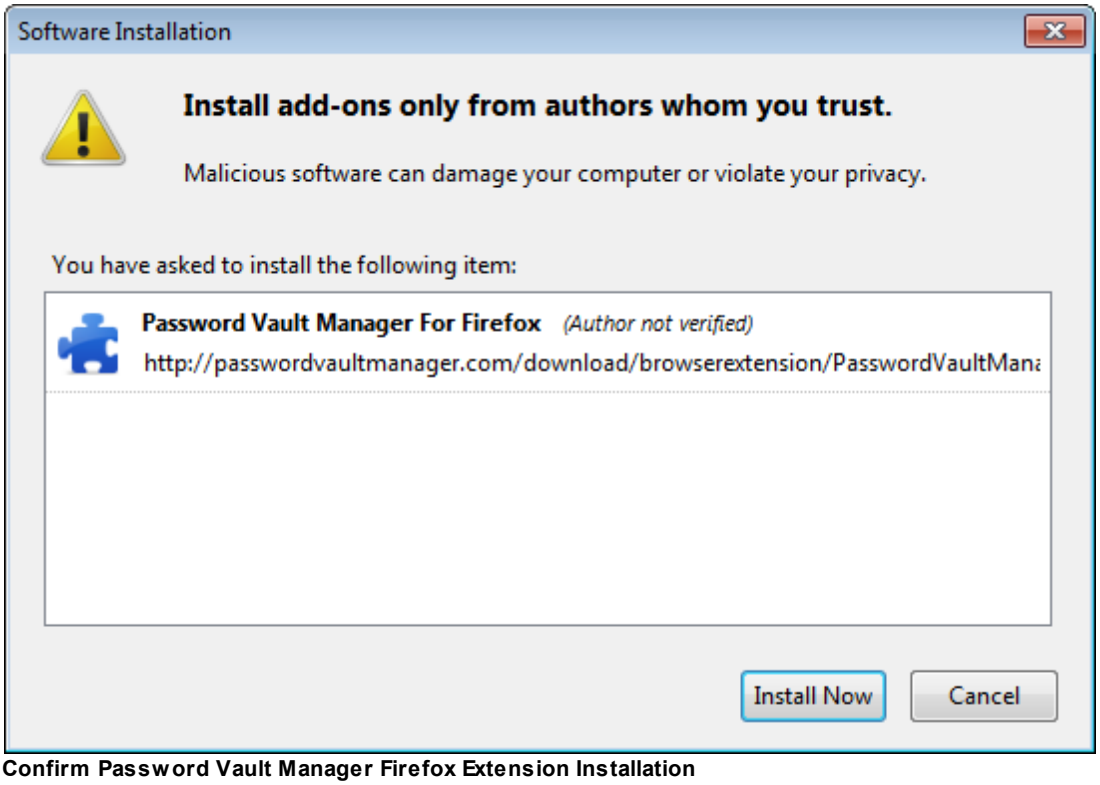


Allow Password Vault Manager Firefox Extension

- Confirm the installation


Software Installation
Install add-ons only from authors whom you trust.
Malicious software can damage your computer or violate your privacy.
You have asked to install the following item:
Password Vault Manager For Firefox (Author not verified)
http://passwordvaultmanager.com/download/browserextension/PasswordVaultMana
Install Now
Cancel

Confirm Password Vault Manager Firefox Extension Installation

- Restart Firefox

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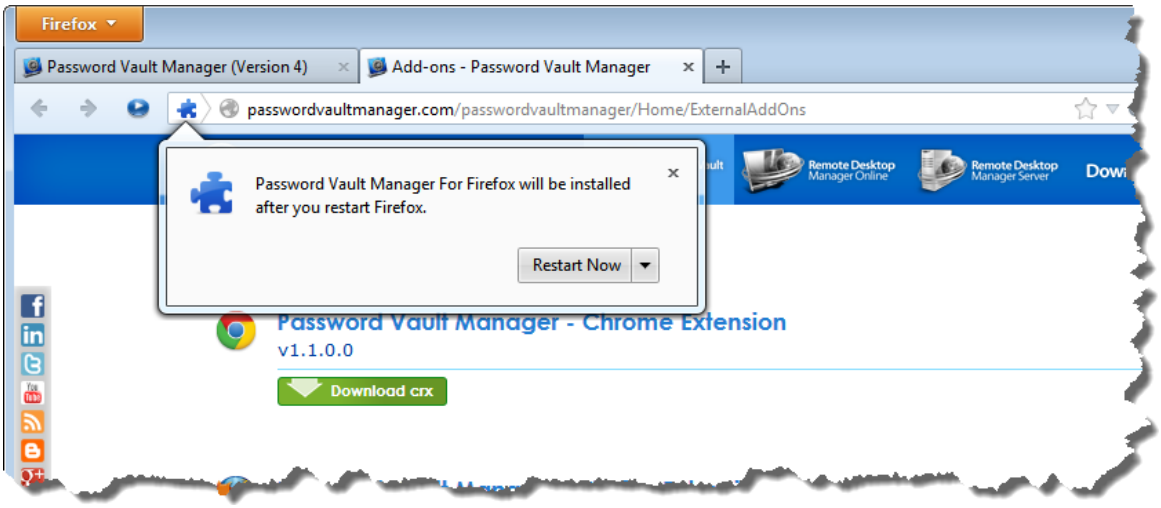
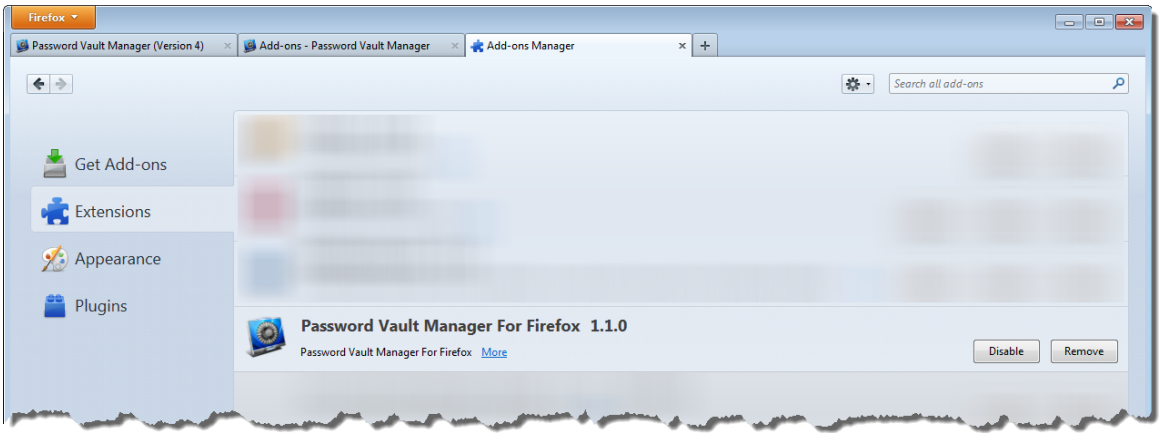


Restart Firefox

- To view/manager all installed Firefox extensions see Odd-ons menu



Password Vault Manager For Firefox is now installed

Using

- Open Password Vault Manager if not already started
- Open a web site that has been configured in Password Vault Manager
- Right click in either the username or password field and select the fill option

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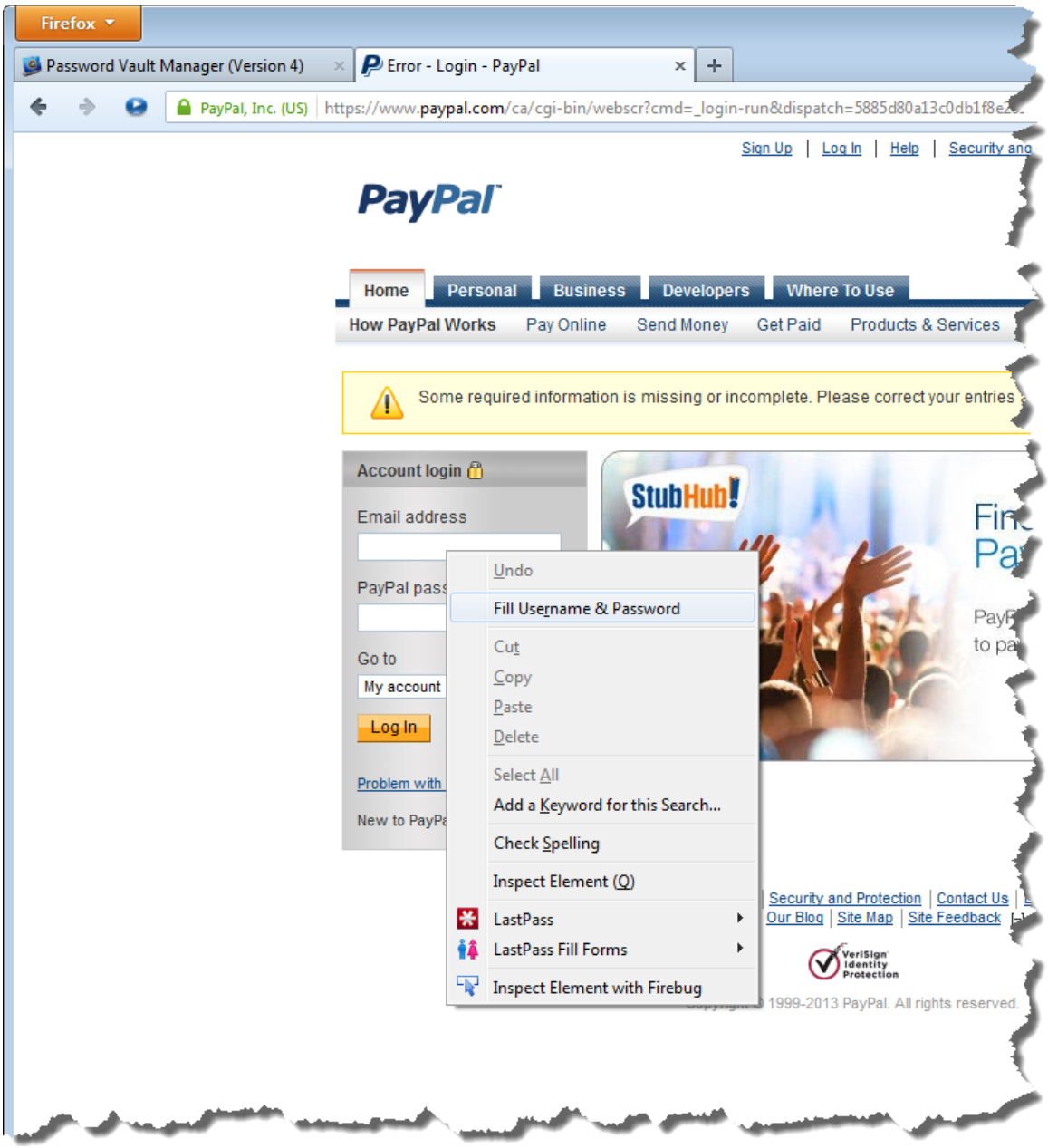
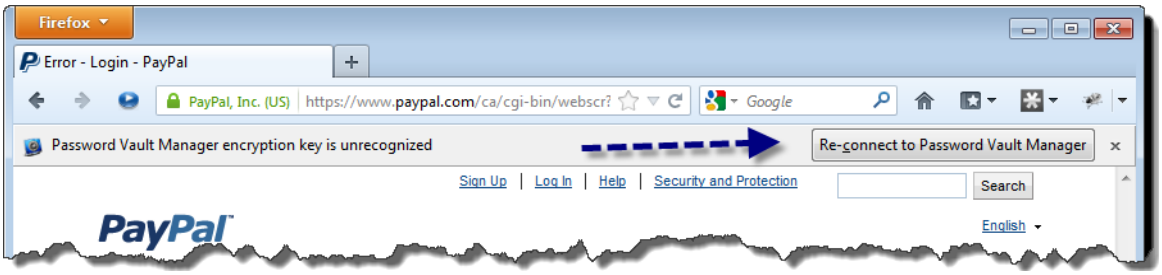


Select Fill Option

- You will need to configure the Password Vault Manager for Firefox extension on first use



Connect Extension to RDM

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- Right click again
- Result

Sample web site populated with Password Vault Manager auto fill feature

Re-connecting

You will need to re-configure the Password Vault Manager for Firefox extension every time use a different datasource within the browser.

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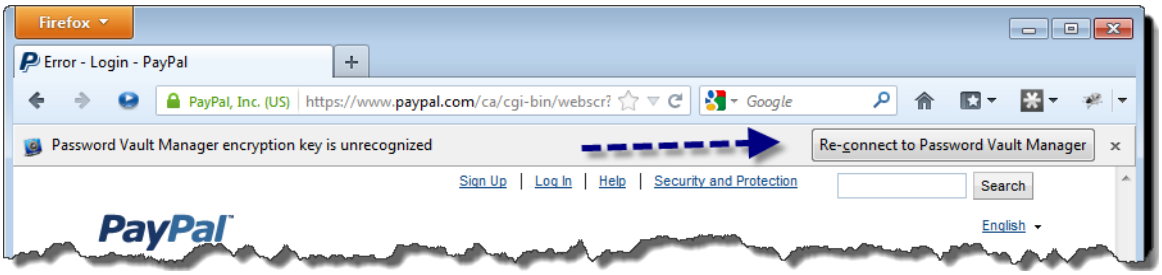


Password Vault Manager for Firefox extension re-connect message.

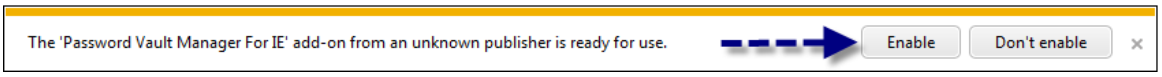
4.1.2.3 IE Extension

Description

Web browser auto fill is only available for Internet Explorer 8 or better.

Installation

- Download (here) & install the Internet Explorer Extension
- Start Internet Explorer
- If prompted to enable, make sure to enable



Enable Password Vault Manager For IE add-on

- Restart Internet Explorer

Using

- Open Password Vault Manager if not already started
- Open a web site that has been configured in Password Vault Manager, you should have the username & password automatically populated and both text boxes should now be light-blue

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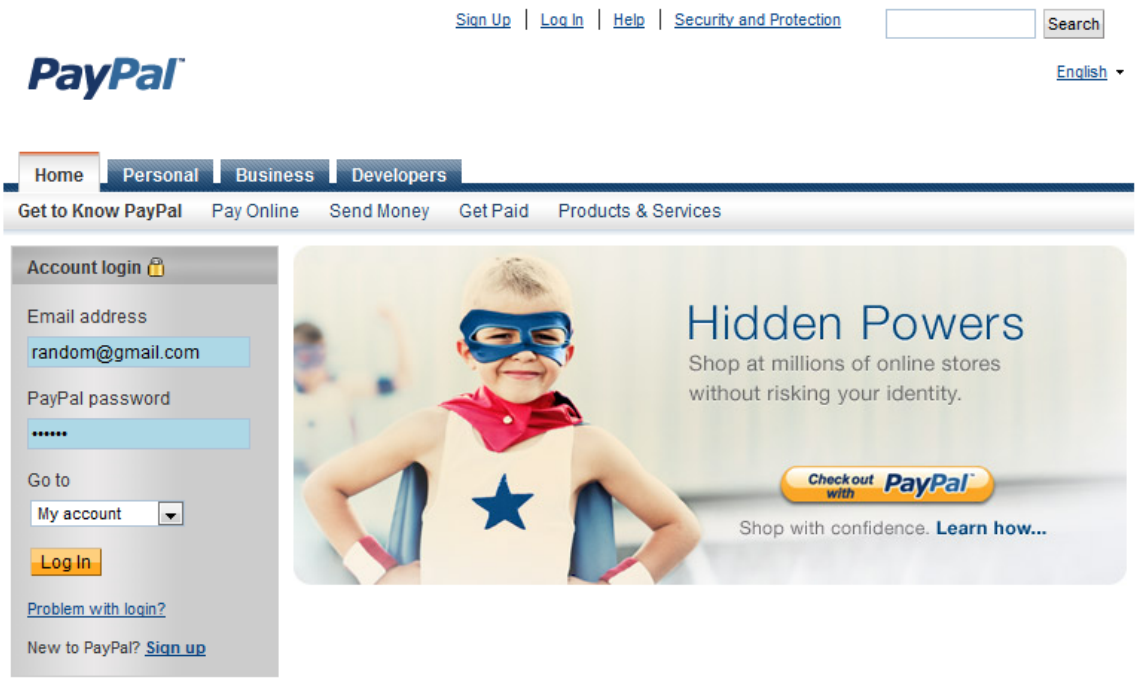
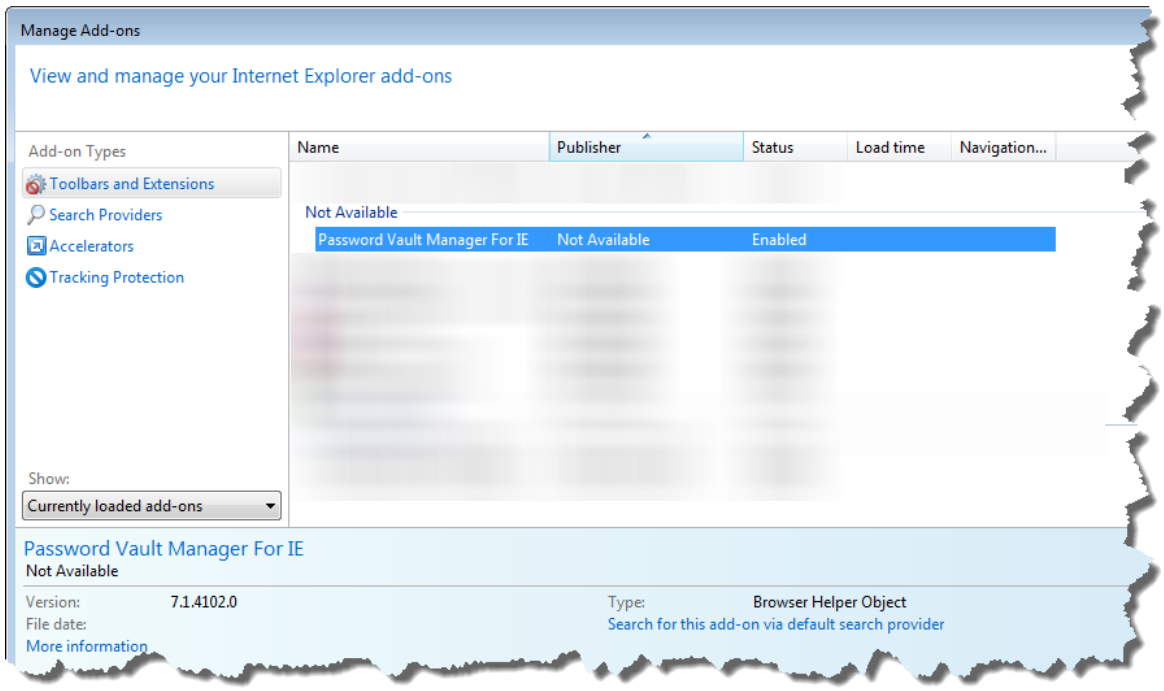


Sample web site populated with Password Vault Manager auto fill feature

Troubleshoot

Double check that the add-on is in fact enabled. In Internet Explorer Manage add-ons window.



Enable/Disable Password Vault Manager for IE

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4.1.3 Types

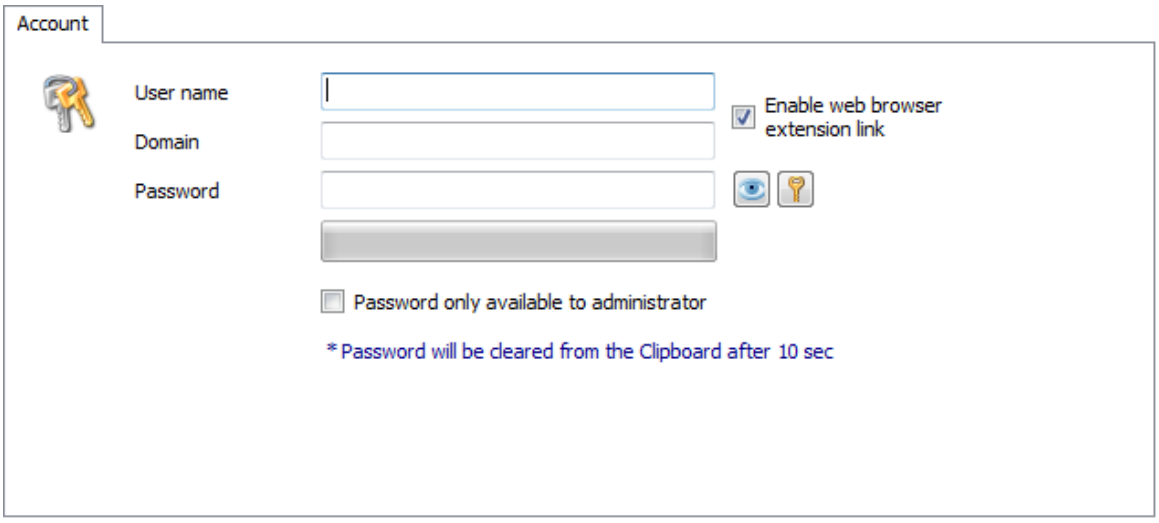
4.1.3.1 Account

Description

The Account data entry type is used for storing account information including user name, domain & password.

Settings

Name	Secured	Description
User name		The user name associated to the account
Domain		The domain associated to the account
Password	✔	The password associated to the account
Enable web browser extension link		Data entry will be available for the auto fill feature
Password only available to administrator		Must be administrator to be able to view the password



Data entry Account settings

4.1.3.2 Alarm Codes

Description

The Alarm Codes data entry type is used for securely storing employee/alarm code pairings.

Settings

Name	Secured	Description

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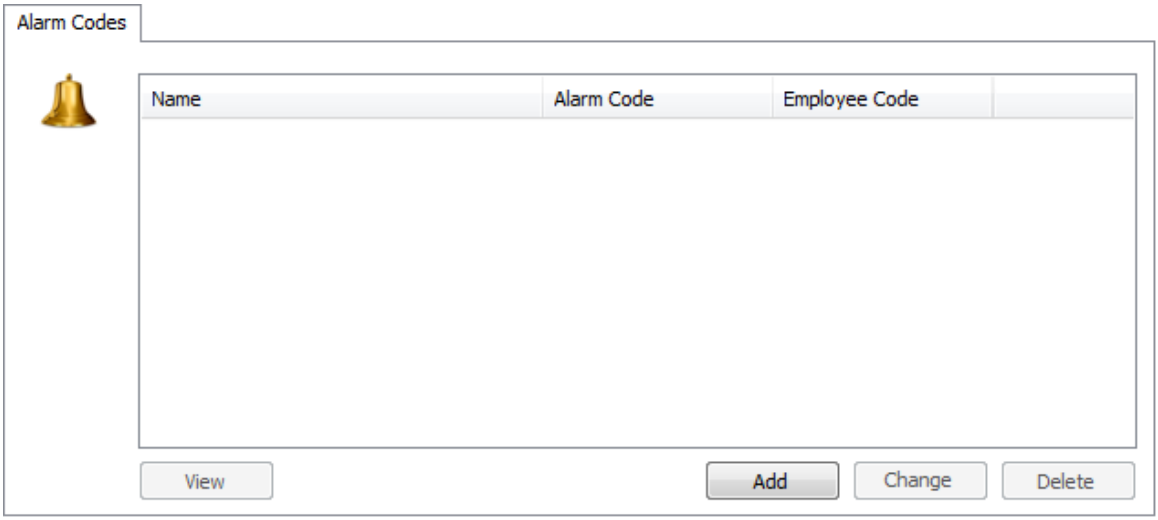
Employee		The employee name
Alarm code	✓	The alarm code
Is hidden		Is the alarm code hidden (secure). On export a hidden alarm code will be encrypted
Employee code		The employee code
Note		Alarm code note

Actions

- View - View selected alarm code
- Add - Add new alarm code
- Change - Change selected alarm code
- Delete - Delete selected alarm code



Data entry Account settings

4.1.3.3 Bank Information

Description

The Bank Information data entry is useful for storing sensitive banking information such as account number & PIN.

Settings

Name	Secured	Description
Bank name		Reference bank name
Account number		Bank account number
PIN	✓	Bank account PIN number
Phone		Bank phone number
Address		Bank address
Contact		Bank contact

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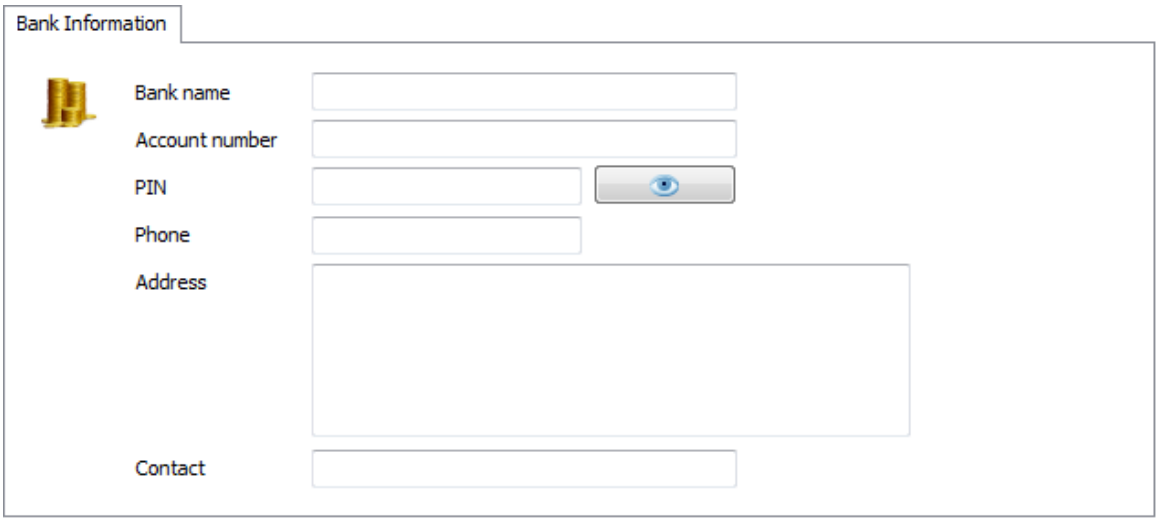

Data entry Bank Information settings

4.1.3.4 Credit Card

Description

The Credit Card data entry is useful for storing sensitive credit card information such as card number, PIN or CVC.

Settings

Name	Secured	Description
Card owner		Credit card owner as it appears on the actual card
Card type		Card type, choose from the list or type in the card type if it is not available in the list
Card number	✓	Credit card number as it appears on the actual card
Expiration	✓	Expiration date as it appears on the actual card
Validation (CVC)	✓	The 3 or 4 digit security code as it appears on the back of the card
PIN	✓	The PIN number for the card
Is hidden		Controls the security information for this card. If hidden is set all secured fields will be encrypted on export and hidden in view mode.

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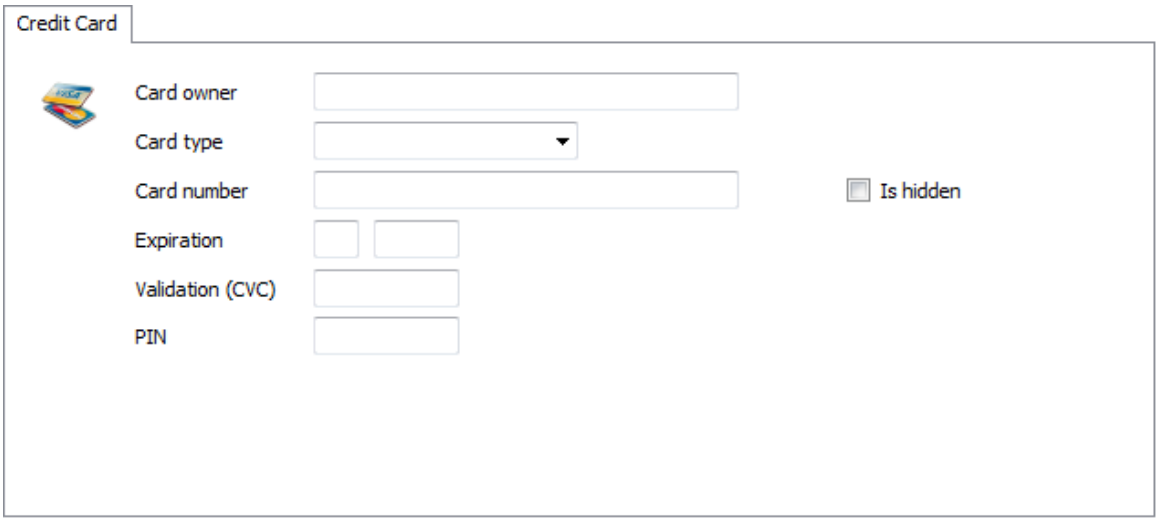


Data entry Credit Card settings

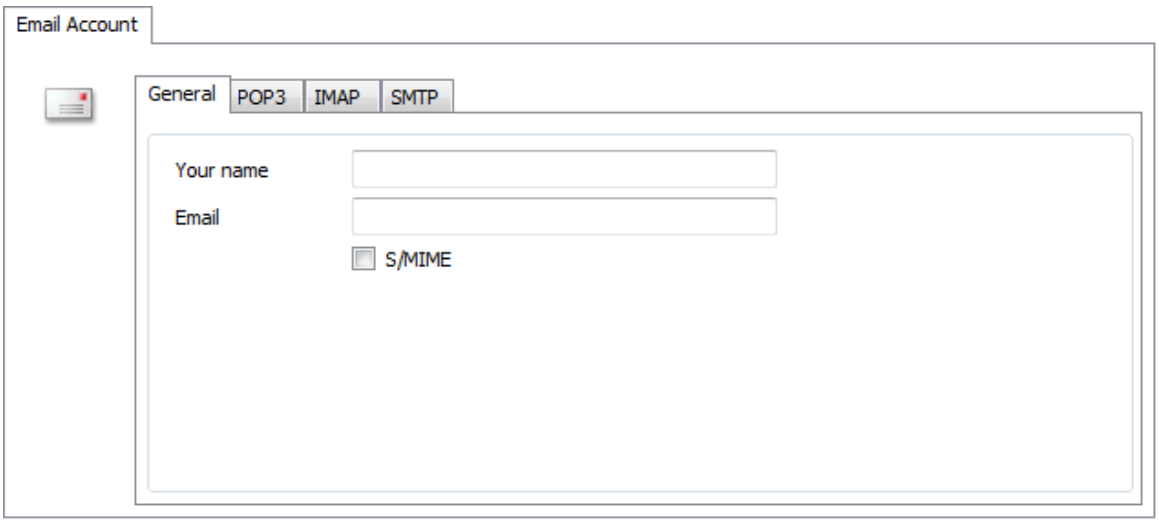
4.1.3.5 Email Account

Description

Securely store email account settings including POP3/IMAP/SMTP servers, user name & passwords.

Settings

Name	Secured	Description
Your name		Account name
Email		Email
S/MIME		Does this email account require/use Secure/Multipurpose Internet Mail Extensions



Data entry email General settings

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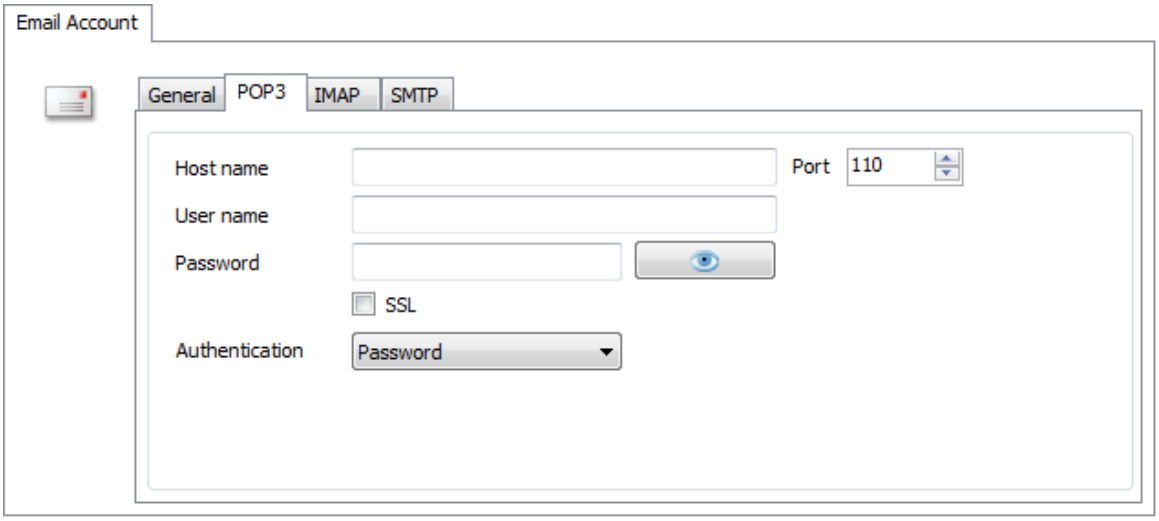
Name	Secured	Description
Host name		POP3 host name
Port		POP3 port, default 110
User name		POP3 user name
Password	✓	POP3 password
SSL		POP3 requires SSL connection
Authentication		POP3 authentication mode



Data entry email POP3 settings

Name	Secured	Description
Host name		IMAP host name
Port		IMAP port, default 110
User name		IMAP user name
Password	✓	IMAP password
SSL		IMAP requires SSL connection
Authentication		IMAP authentication mode

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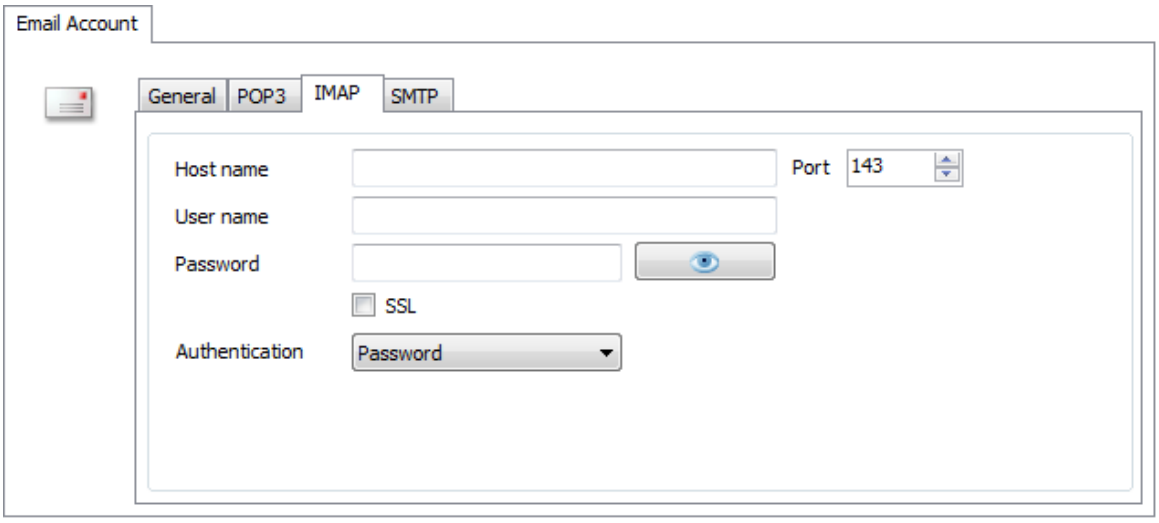
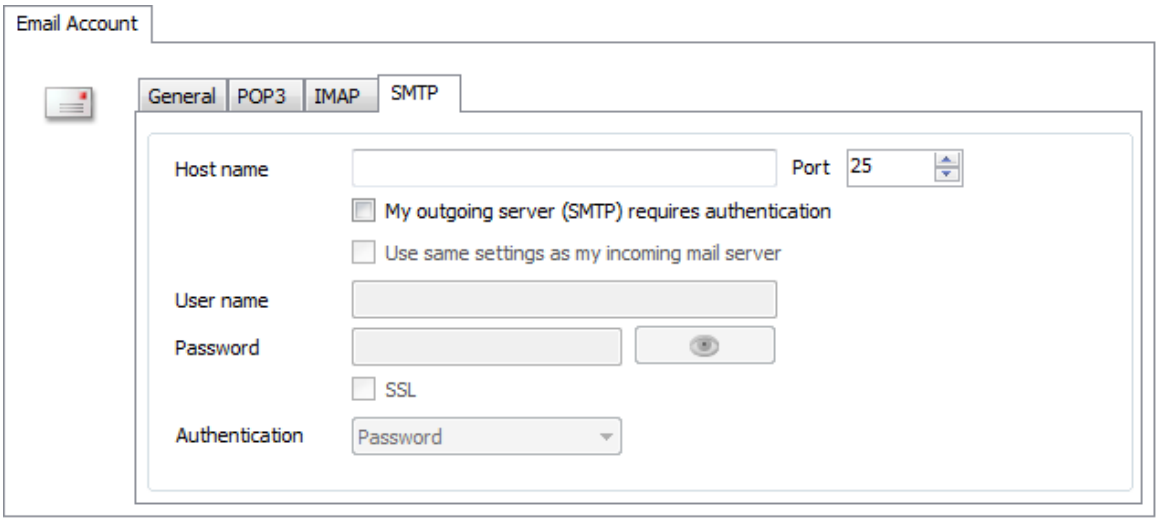


Data entry email IMAP settings

Name	Secured	Description
Host name		SMTP host name
Port		SMTP port, default 110
My outgoing server (SMTP) requires authentication		Does the SMTP server require authentication
Use same settings as my incoming mail server		Use POP3 or IMAP settings for the outgoing server authentication
User name		SMTP user name
Password	✓	SMTP password
SSL		SMTP requires SSL connection
Authentication		SMTP authentication mode



Data entry email SMTP settings

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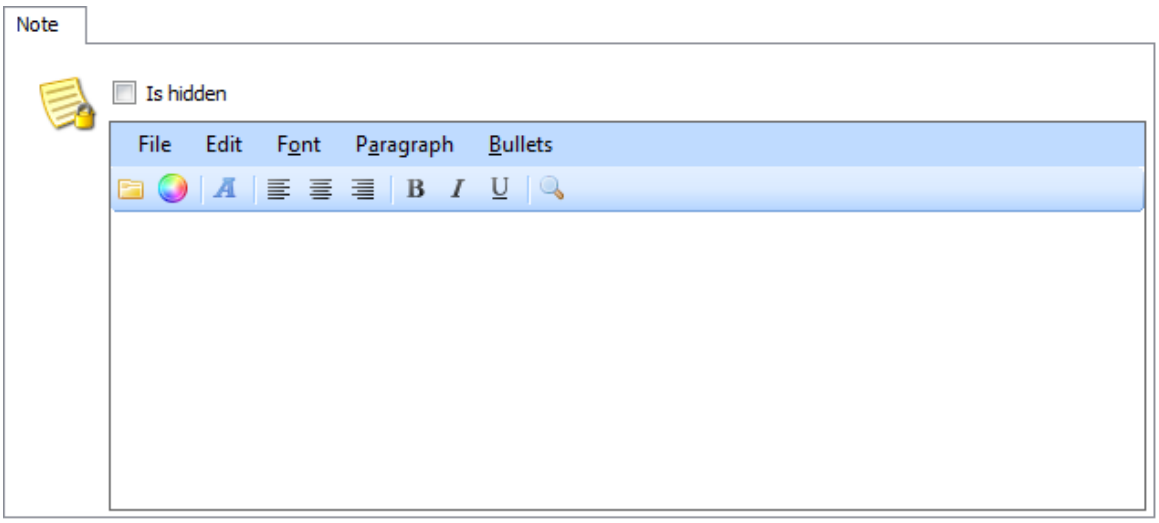
4.1.3.6 Note/Secure Note

Description

Note data entry is a simple free form note allowing you to securely store any type of free from information.

Settings

Name	Secured	Description
Note	✓	Any free form RTF text
Is hidden		Controls the encryption of the note on export and view



Data entry Note settings

4.1.3.7 Other

Description

The Other data entry type is used for securely storing name/value pairings of information.

Settings

Name	Secured	Description
Name		Name of the settings
Value	✓	Value of the settings
Is hidden		Is the value hidden (secured). On export a hidden value will be encrypted

Actions

- View - View selected name/value

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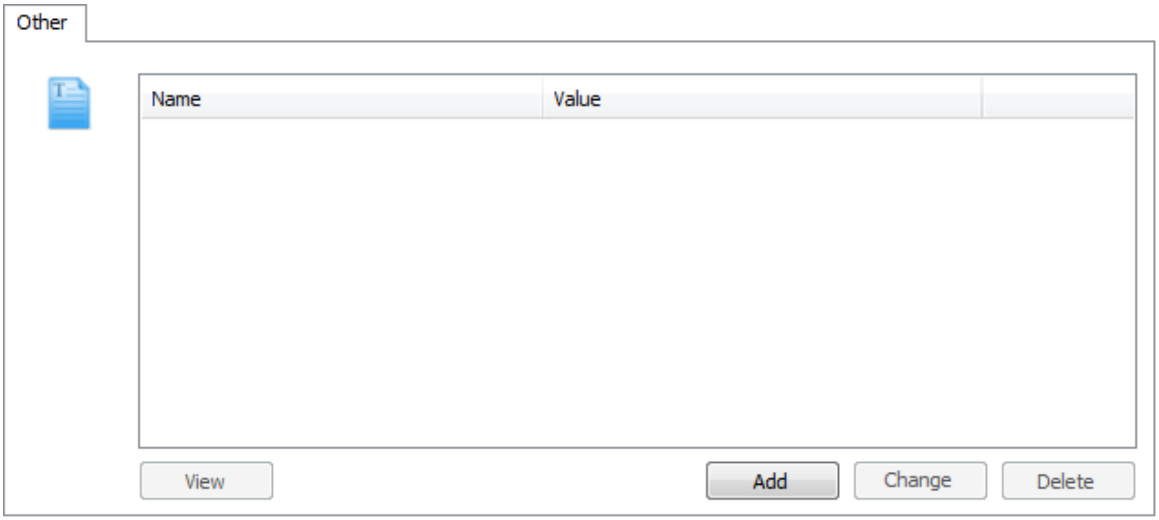
- Add - Add new name/value
- Change - Change selected name/value
- Delete - Delete selected name/value



Data entry Other settings

4.1.3.8 Software/Serial

Description

Software/Serial is a data entry that provides the ability to store software serial number information. Including version, expiry date, name and license key.

Settings

Name	Secured	Description
Software		Software name
Version		Software version number
Registration name		Registered user name
Expiration		License expiration date
Multi licenses		Store multiple license keys or a single key
License		Single key or list of keys

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Data entry Serial (add-on) settings

4.1.3.9 Web

Description

The Web data entry type is used for storing web site credential information including user name, & password.

Settings

Name	Secured	Description
User name		The user name associated to the account
Password	✓	The password associated to the account
Enable web browser extension link		Data entry will be available for the auto fill feature
Password only available to administrator		Must be administrator to be able to view/reveal password the password

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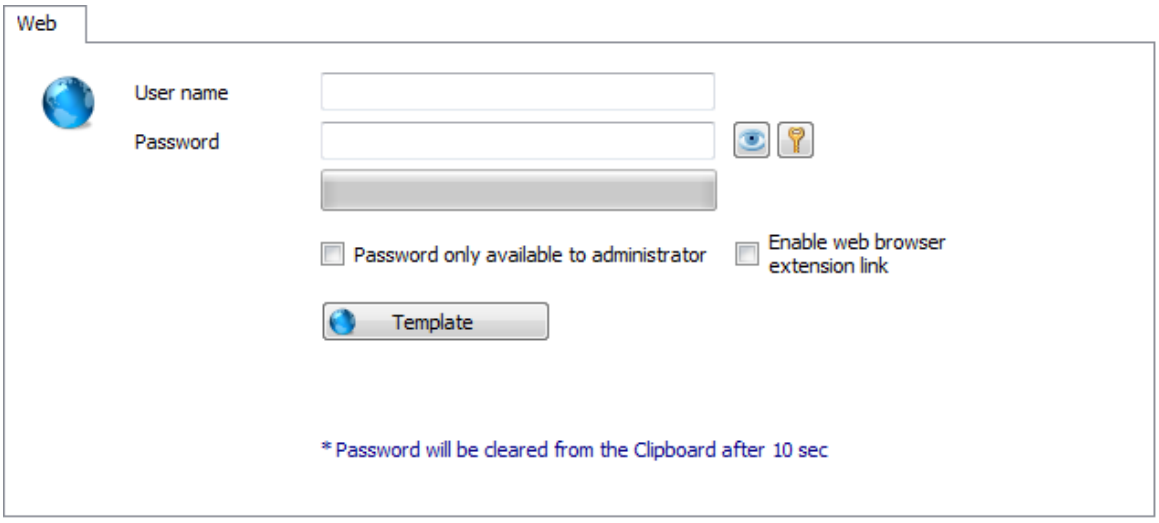

Data entry Web settings

Templates

You can chose from over 55 pre-built templates to help eliminate guess work. For example:

- Facebook
- Hotmail
- LogMeIn
- Paypal
- Twitter

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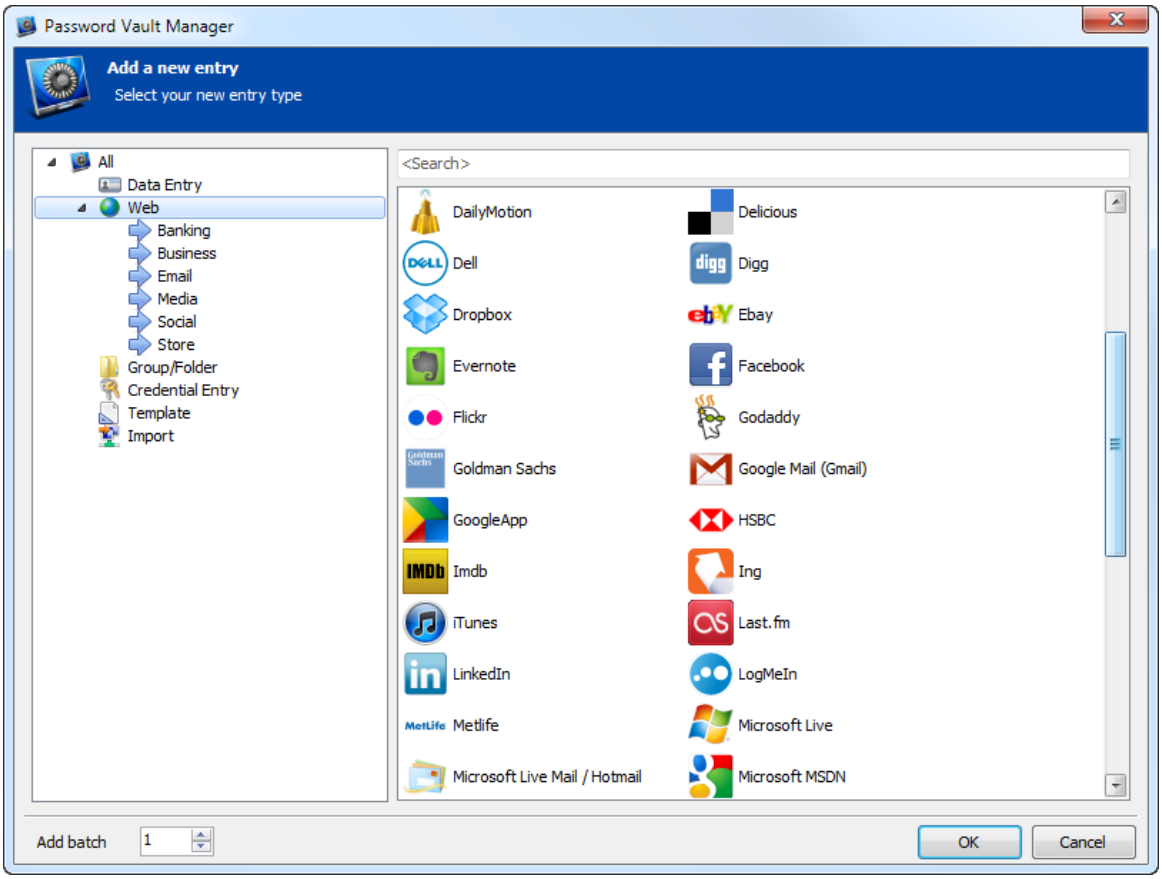

4.2 Groups

4.2.1 Overview

Description

Groups or folders are used to organize your sessions in a logical way. It's possible to create groups and sub groups, which Password Vault Manager will automatically sort alphabetically.

Groups can be created in two different ways:

- Via the session properties
- From the session tree view

You can assign a group type to simplify the organization or use variables:

- Company/Site
- Customer/identity
- Database
- Device/Server/Workstation
- Folder

Creating Groups via the Entry Settings

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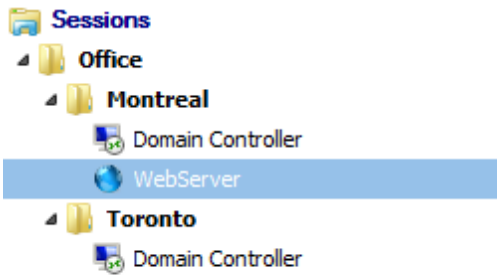
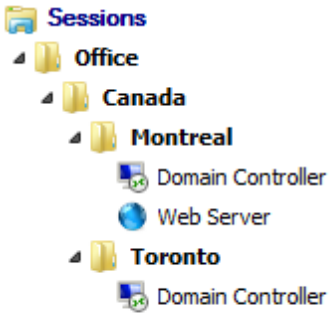
Groups can be specified in the session properties. Simply fill this field with your desired group name, and Password Vault Manager will generate the corresponding tree structure. Use the backslash (\ ) to create a sub group.



Basic group scructure

For example, "Office\Canada\Montreal" will create three nodes in the tree:

- Office
- Canada
- Montreal



Modified group structure with a new node

Creating Groups from the Tree View

By right clicking the root node of a group or an existing session, a context menu appears allowing you to create a new group.

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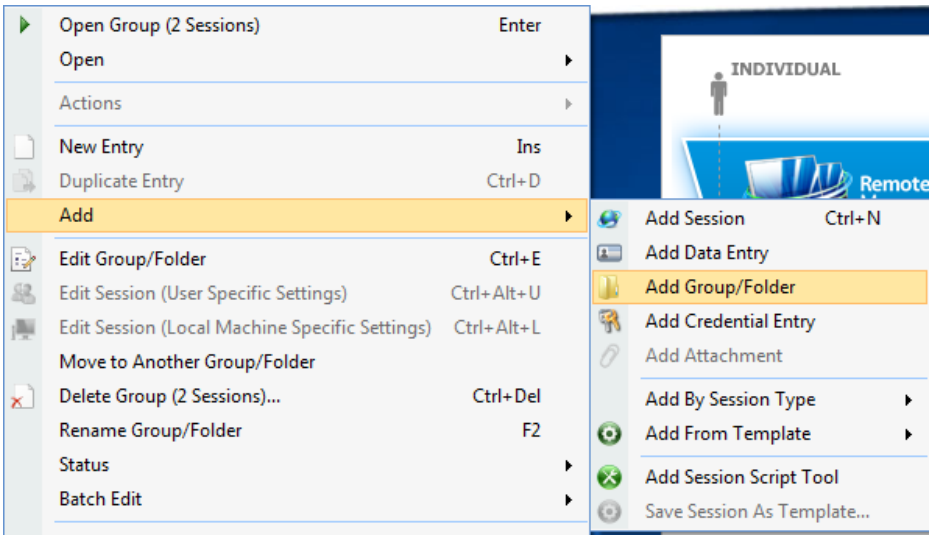
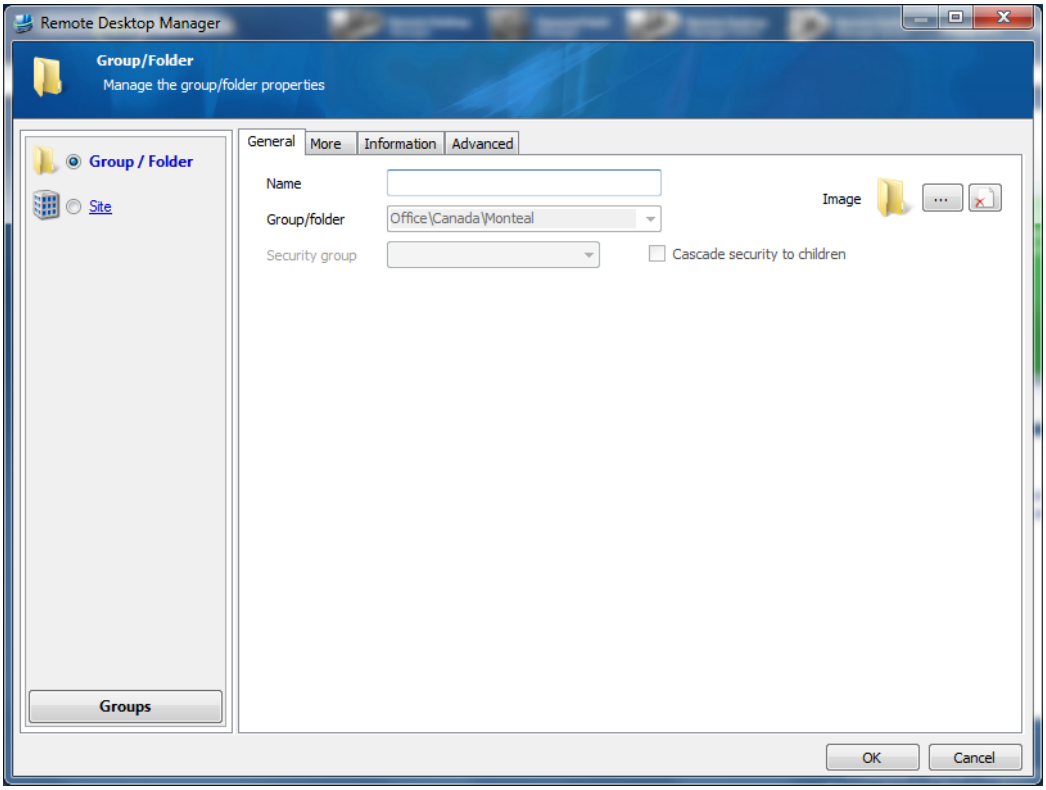


Add group from the session context menu

The "Add Group" dialog box will then prompt you to enter the name of the group, and choose its parent group.



Group edition dialog

Once a group is created, you can add a session by using the menu, or by dragging its node directly to the content of the group.

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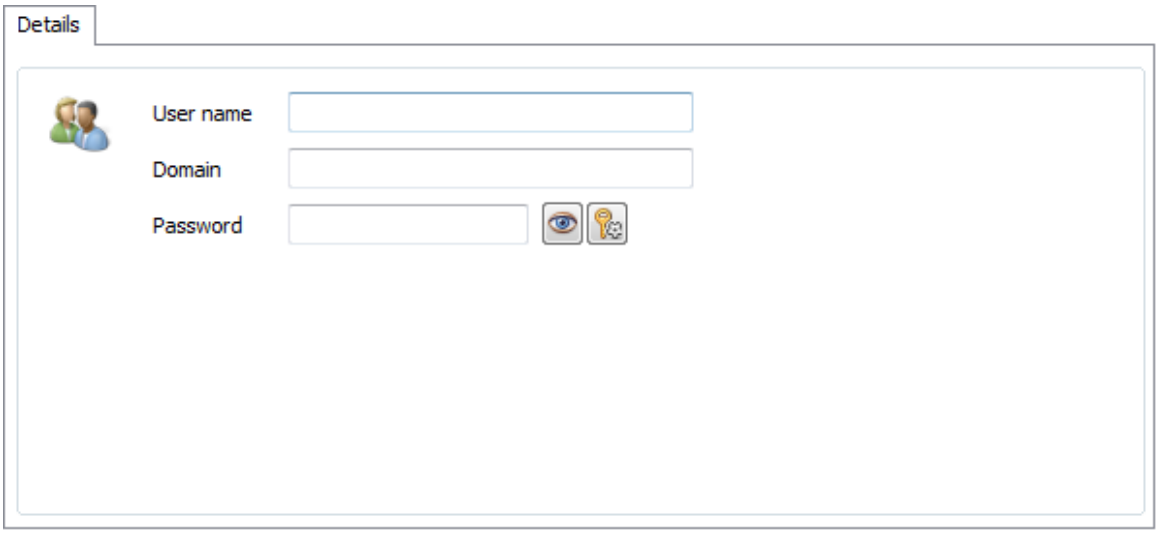
4.2.2 Types

4.2.2.1 Company

Description

This entry is used to organize a 'Company' group.

Settings



Company group tab

Enter the user name, domain and password if you wish for children entries to inherit them.

4.2.2.2 Customer

Description

This entry is used to organize a 'Customer' group.

Settings

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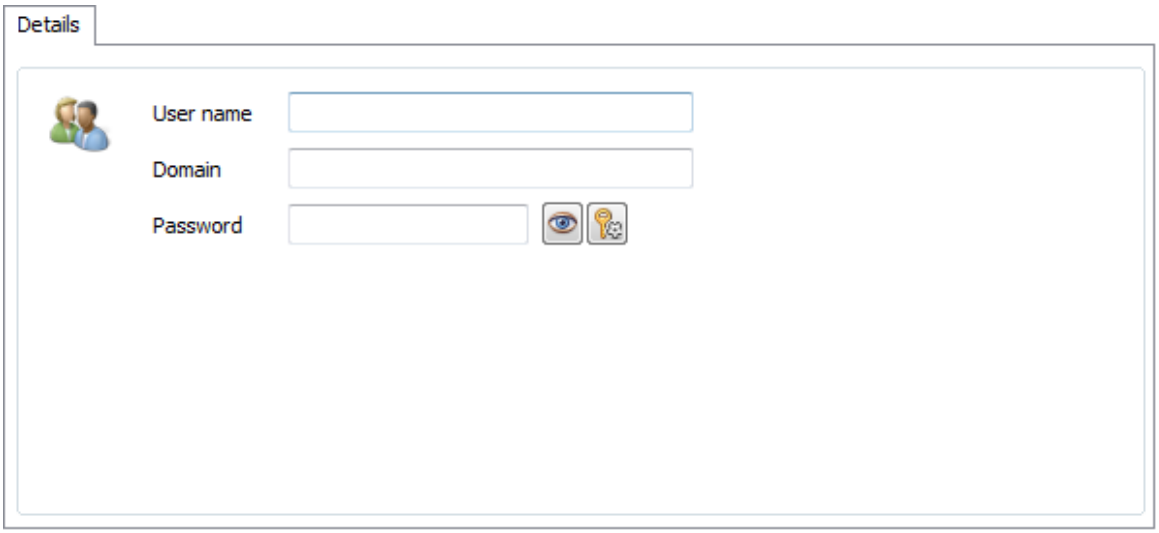


Customer group tab

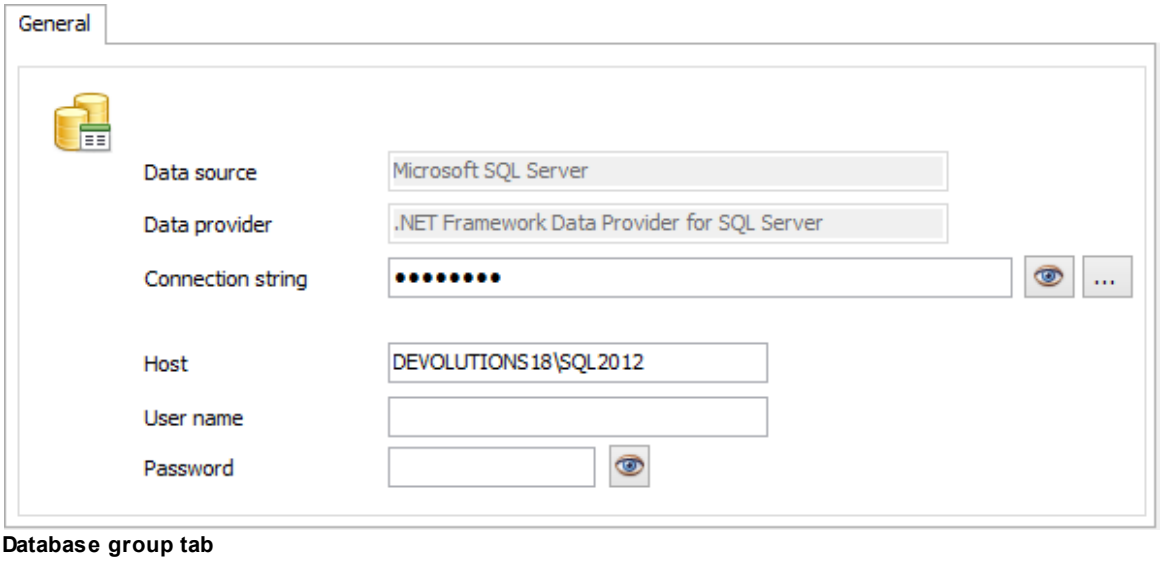
Enter the user name, domain and password if you wish for children entries to inherit them.

4.2.2.3 Database

Description

This entry is used to organize a 'Database' group.

Settings



Database group tab

Enter the connection information if you wish the child entries to inherit from it. Press the ellipsis button to be able to select the data source and data provider. This will generate the connection string with the information you enter in the dialog.

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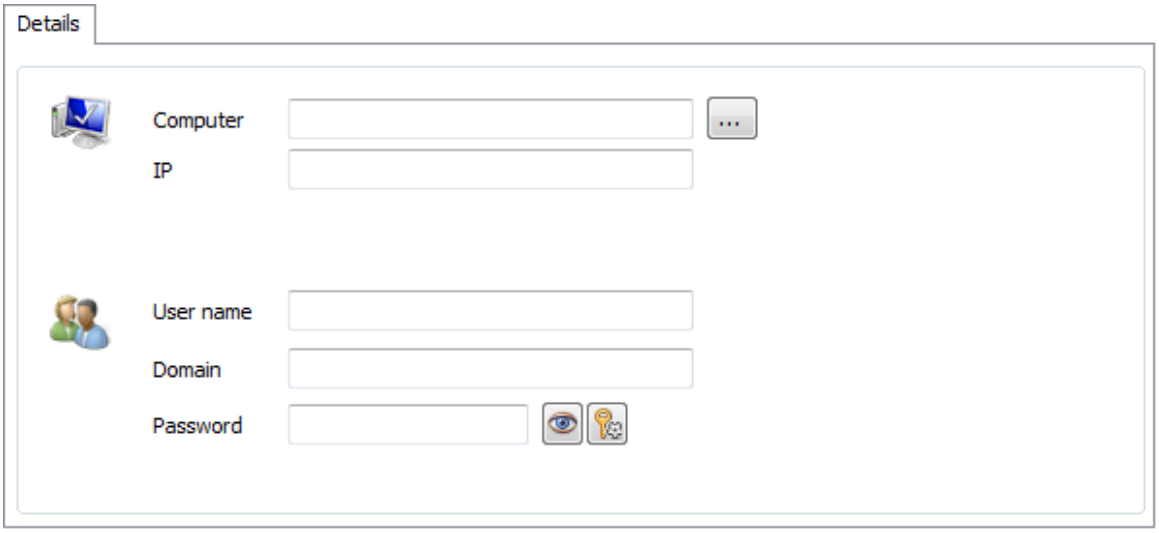
4.2.2.4 Device

Description

This entry is used to organize a 'Device' group.

Settings



Device group tab

Use the ellipsis button to select from a list of discoverable computers or enter the name or IP address manually. Enter the user name, domain and password if you wish for children entries to inherit them.

4.2.2.5 Group/Folder

Description

This entry is used to organize the content in group or folder

Settings

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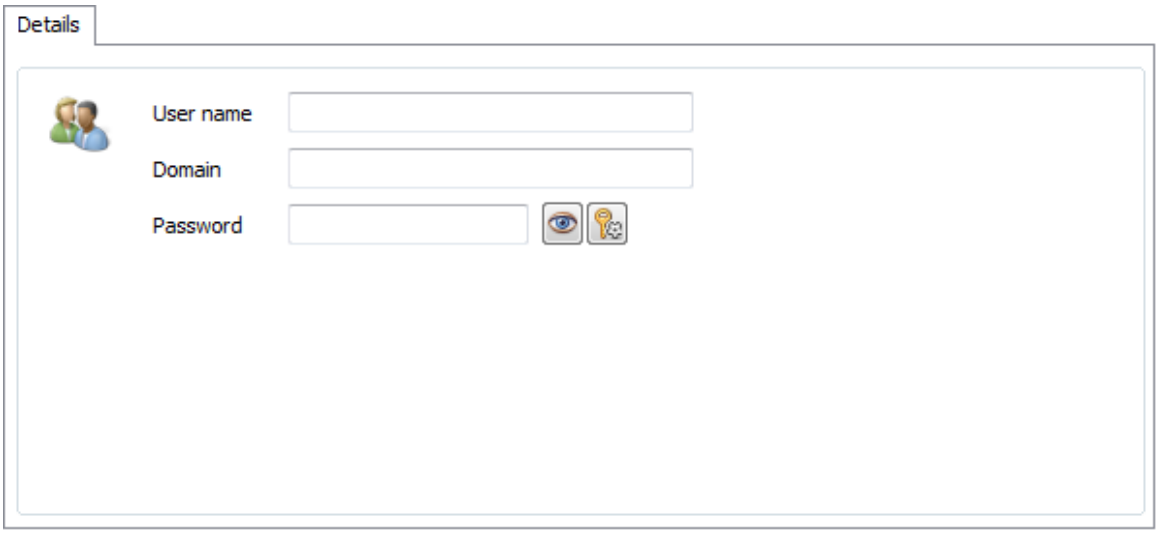


Group/Folder group tab

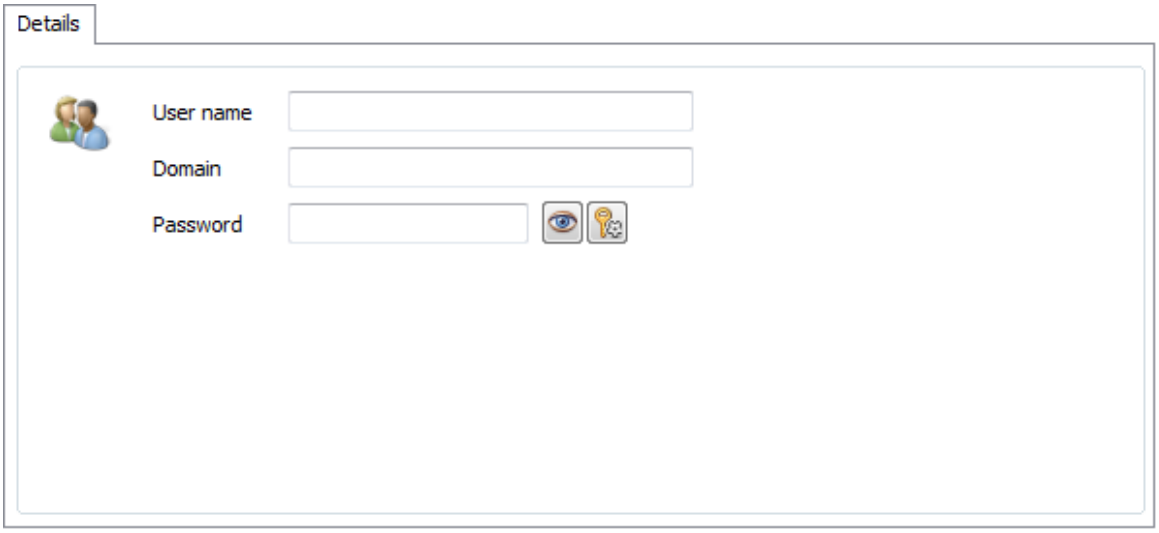
Enter the user name, domain and password if you wish for children entries to inherit them.

4.2.2.6 Identity

Description

This entry is used to organize a 'Identity' group.

Settings



Identity group tab

Enter the user name, domain and password if you wish for children entries to inherit them.

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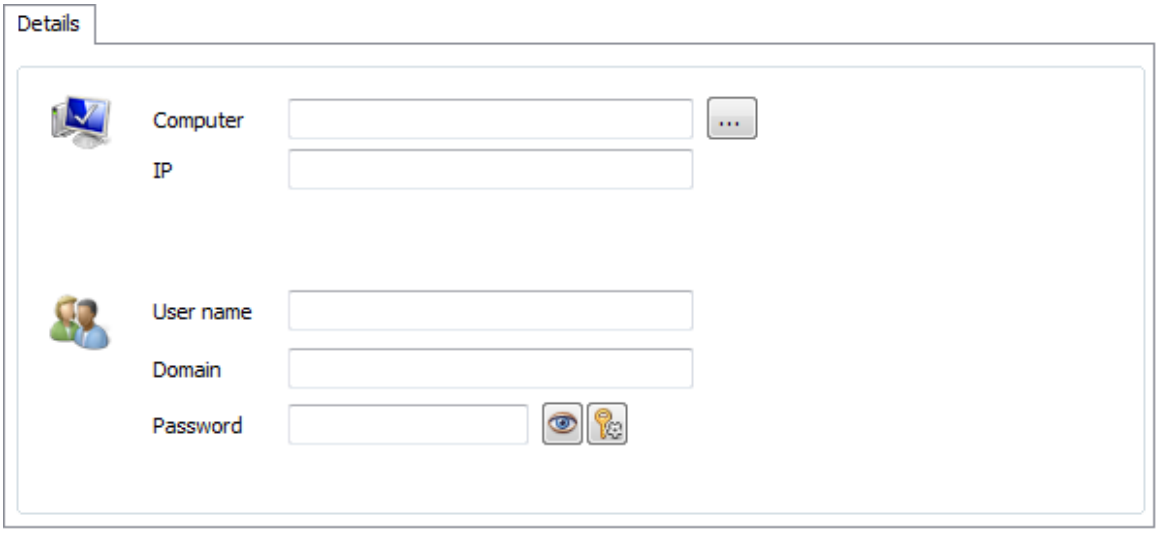
4.2.2.7 Server

Description

This entry is used to organize a 'Server' group.

Settings



Server group tab

Use the ellipsis button to select from a list of discoverable computers or enter the name or IP address manually. Enter the user name, domain and password if you wish for children entries to inherit them.

4.2.2.8 Site

Description

This entry is used to organize a 'Site' group.

Settings

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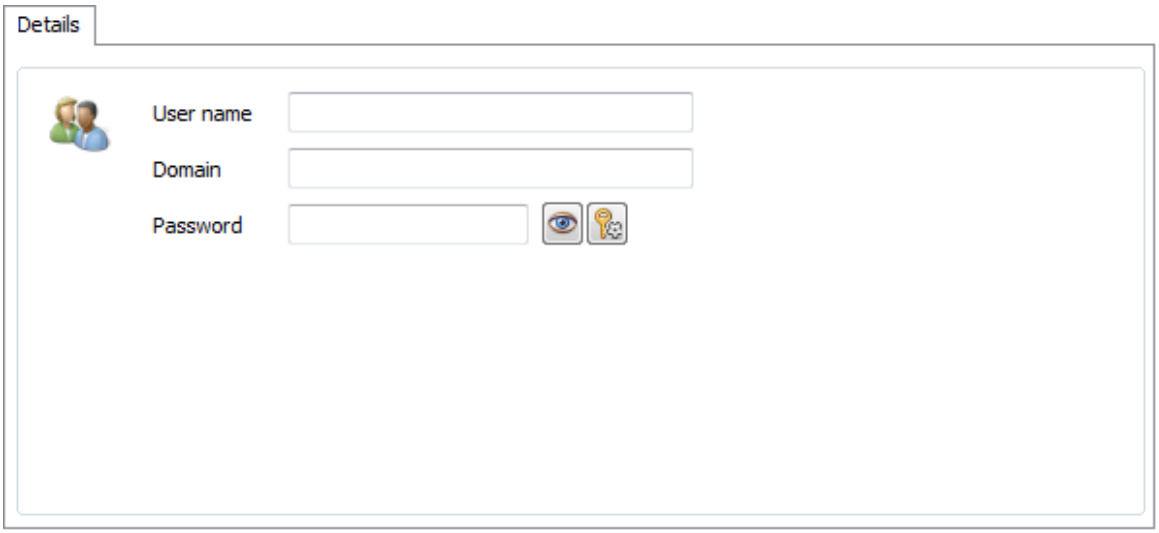


Site group tab

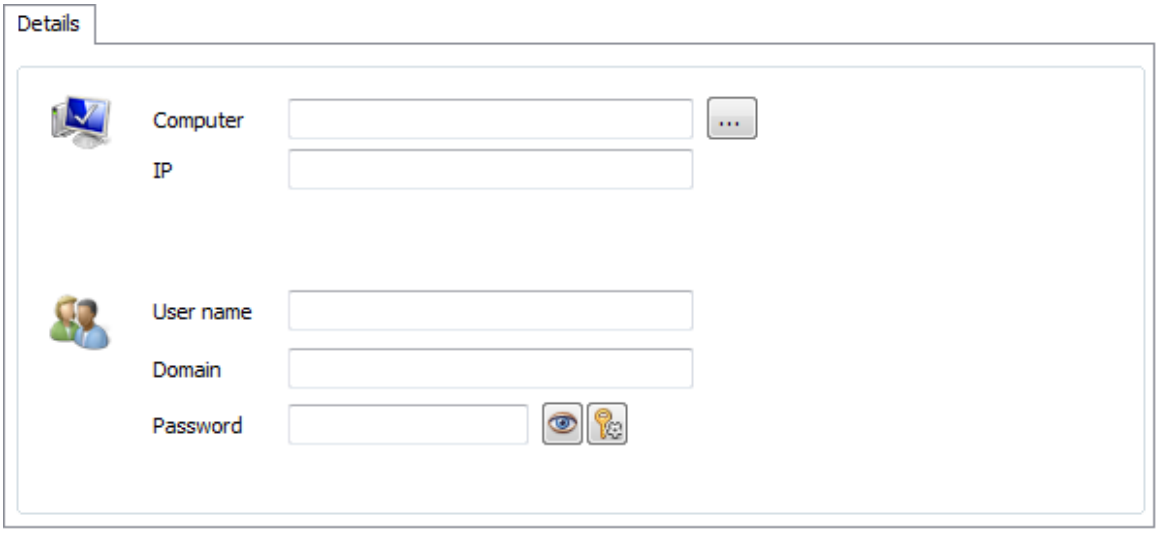
Enter the user name, domain and password if you wish for children entries to inherit them.

4.2.2.9 Workstation

Description

This entry is used to organize a 'Workstation' group.

Settings



Workstation group tab

Use the ellipsis button to select from a list of discoverable computers or enter the name or IP address manually. Enter the user name, domain and password if you wish for children entries to inherit them.

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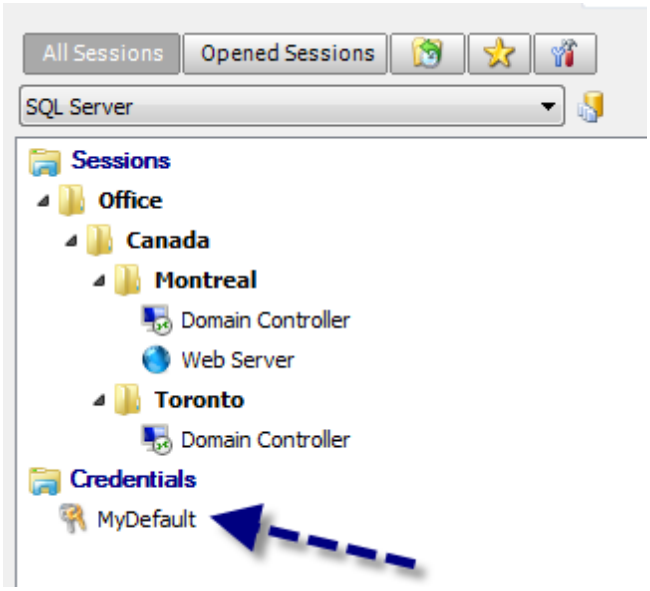
4.3 Credentials

4.3.1 Overview

Description

The credential repository is available in the Enterprise edition and allows you to to set multiple sessions to a specific set of credential. This simplifies management by forcing users to modify their credentials in one place. The list is visible in the tree view under the session list.



Credentials node from the tree view

To create an entry, use the session's context menu and select **Add -> Credential Repository.**

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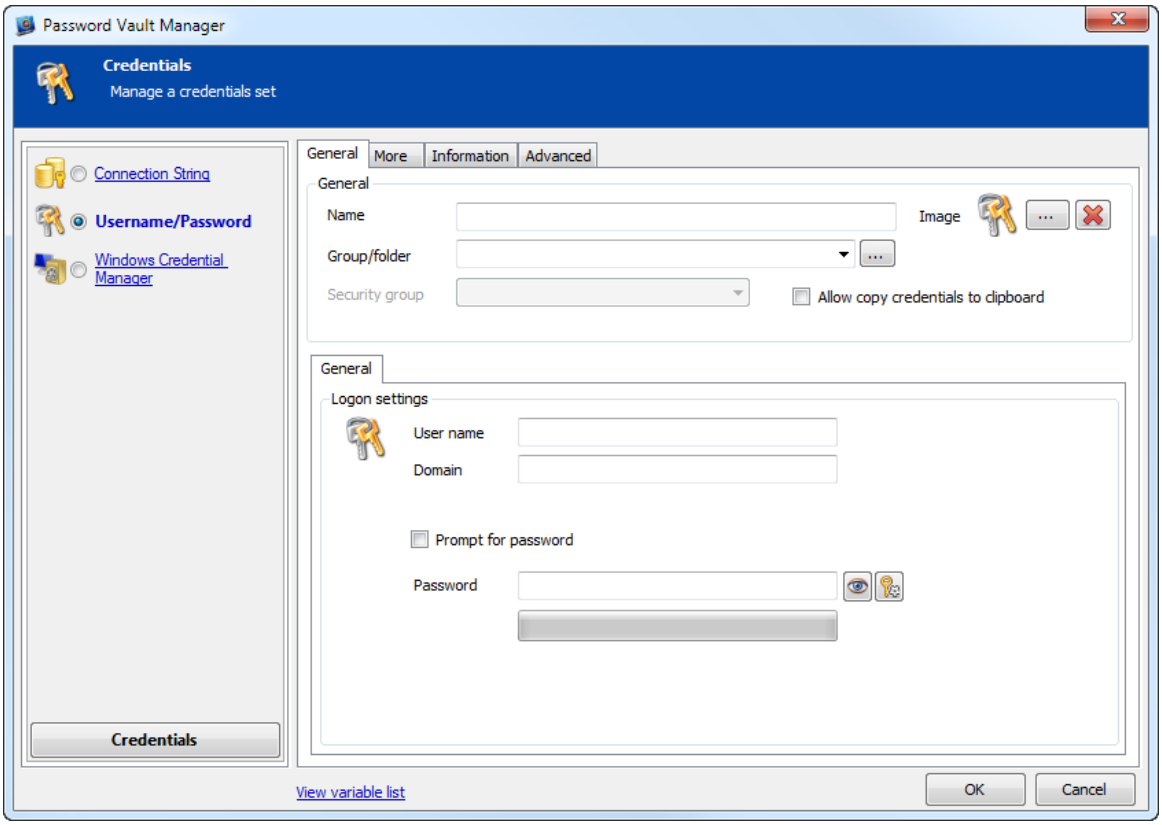


Credential Entry dialog

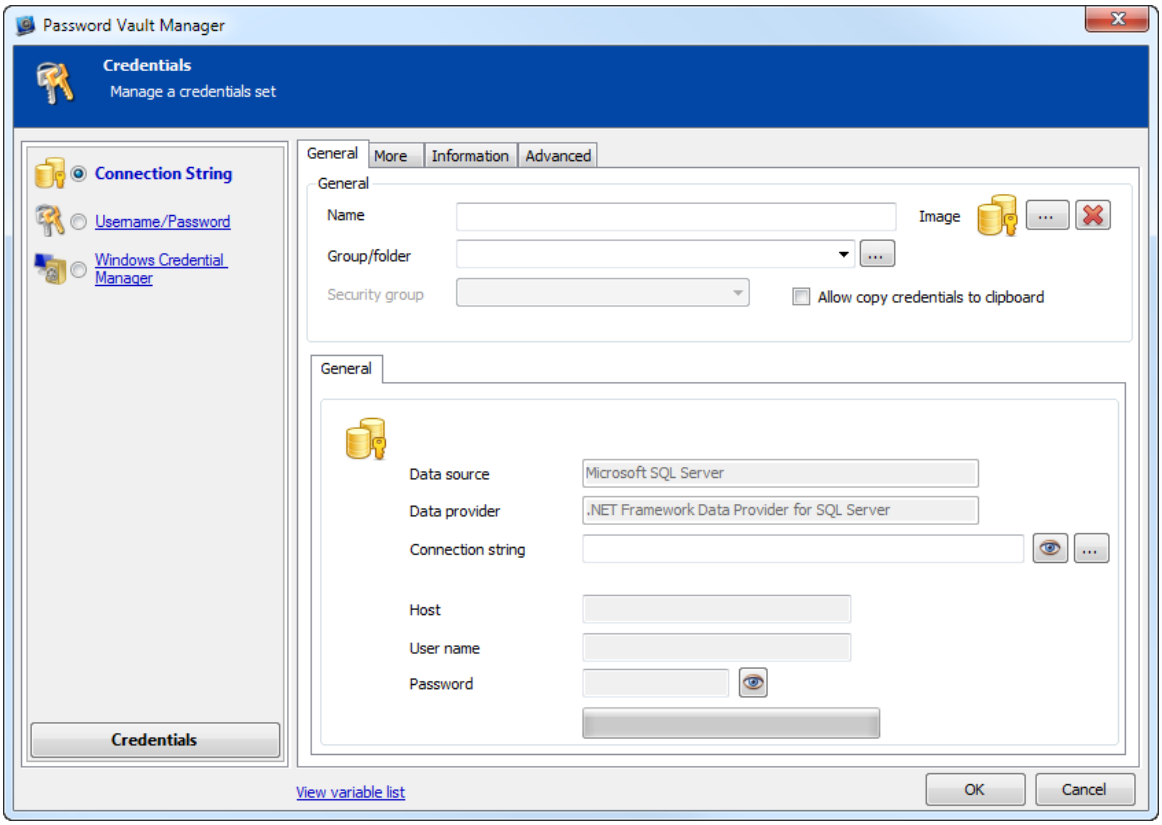
4.3.2 Types

4.3.2.1 Connection String

Description

This entry is used to define and configure a 'Connection String' credential entry. Connection string credential entries are exactly the same as a Database Group with the exception that they are not limited by the inheritance hierarchy of groups & sessions.

Settings



4.3.2.2 Username/Password

Description

This entry is used to define and configure a 'Username/Password' credential entry. Provide the username, domain and password to save the credential. This is the default credential type.

Settings

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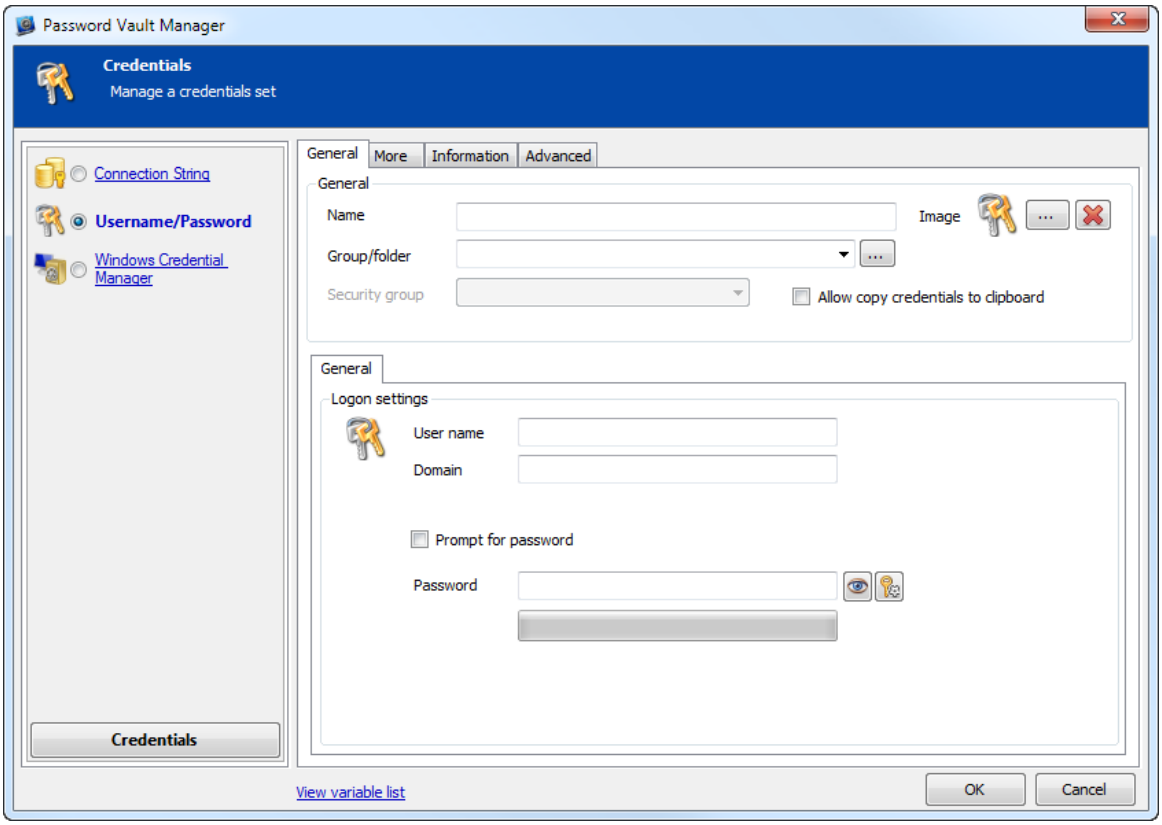

4.3.2.3 Windows Credential Manager

Description

This entry is used to define and configure a 'Windows Credential Manager' credential entry. Use an existing credential entry from the Windows Credential Manager (also called Windows vault).

Settings

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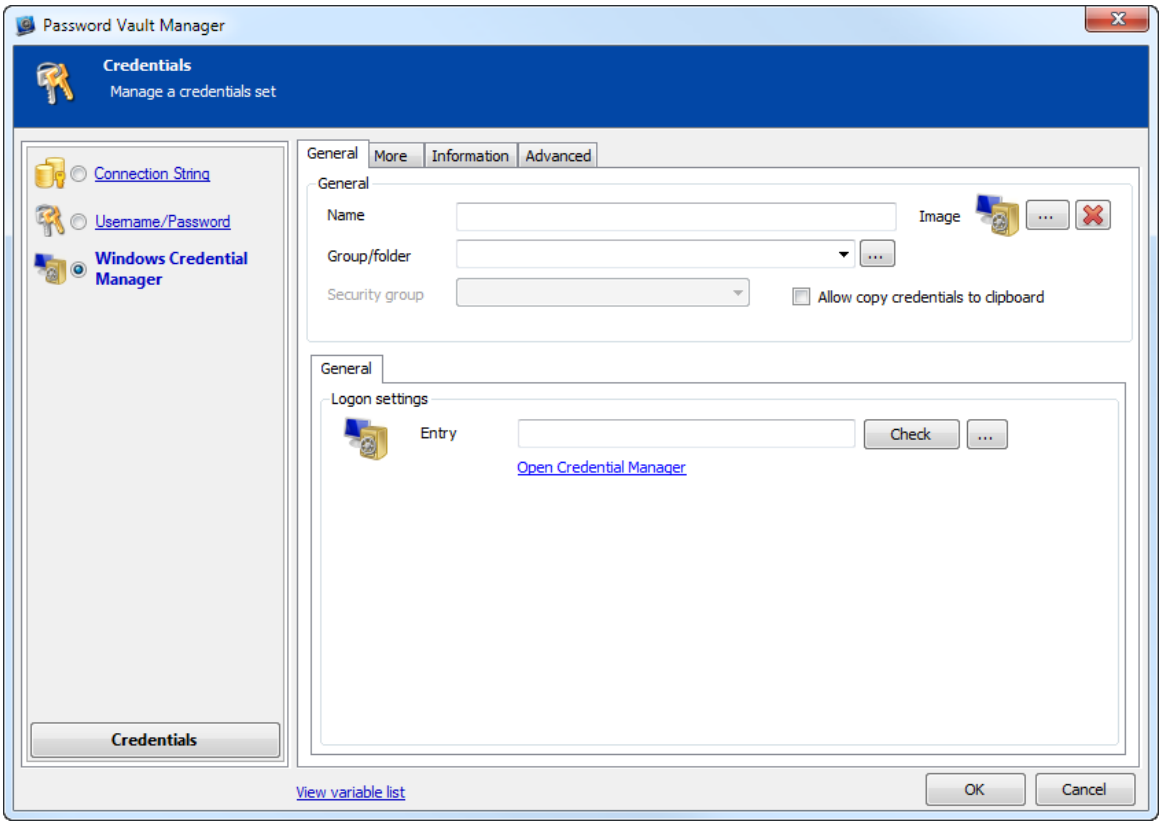

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Features

Part

5 Features

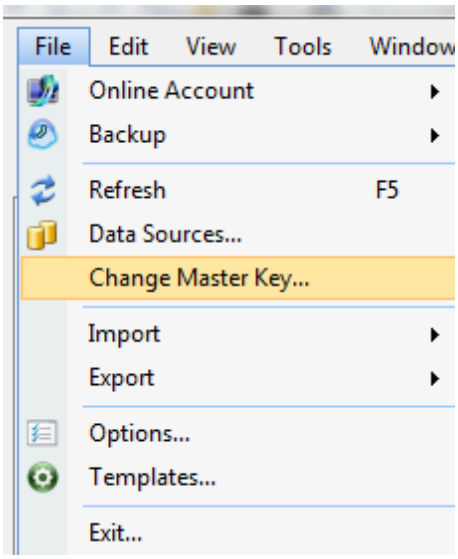
5.1 File

5.1.1 Master Key

Description

You can apply a Master Key or Encryption key to these types of data source:

- Xml
- Dropbox



Change Master Key menu

It is generally a good idea to apply a Master Key to your XML or DropBox Data Sources, as it adds another layer of security protecting your Remote Sessions. It is highly advisable to implement the Master Key functionality of Password Vault Manager if you're using RDM in a portable environment (i.e. USB Flash Drive, USB Hard Drive), or if the Data Source is the portable portion of the application.

The use of the Master Key function will stop unauthorized users from being able to easily see/access the stored Sessions within your Data Source.

5.1.2 Offline Mode

Description

The offline mode allows you to connect to a read-only copy of the data source when the live database is unavailable. It can be used when the VPN connection is down, or when a user is working from a disconnected network.

This feature is only available with the SQL Server data source, and it must be enabled in the settings. Password Vault Manager will automatically switch to offline mode when the application is unable to reach the data source.

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You can also manually activate the offline mode by using the menu **File -> Go Offline.** You can then reconnect to the live database when the connection is back online by using the menu **File > Go Online**.

5.1.3 Online Services

5.1.3.1 Backup

Description

The Online Backup Service (available via subscription) allows you to automatically save your sessions safely in an online storage space, and restore them in the event of problems.

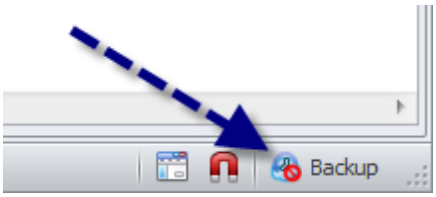
The Online Backup Service is the simple, reliable and cost-effective way to avoid losing all of your invaluable data and settings due to human error or equipment failure.

Available for both the Standard and Enterprise edition, this affordable backup solution works with any XML and Microsoft Access data source in Password Vault Manager.

The PRO subscription adds event history to the BASIC subscription. For current pricing please visit
http://remotedesktopmanager.com/remotedesktopmanager/Home/OnlineBackup

Configuration Instruction

1. On Password Vault Manager's main screen, on the bottom right corner, click on the backup logo to configure the automatic backup.



Backup logo

The following form will appear

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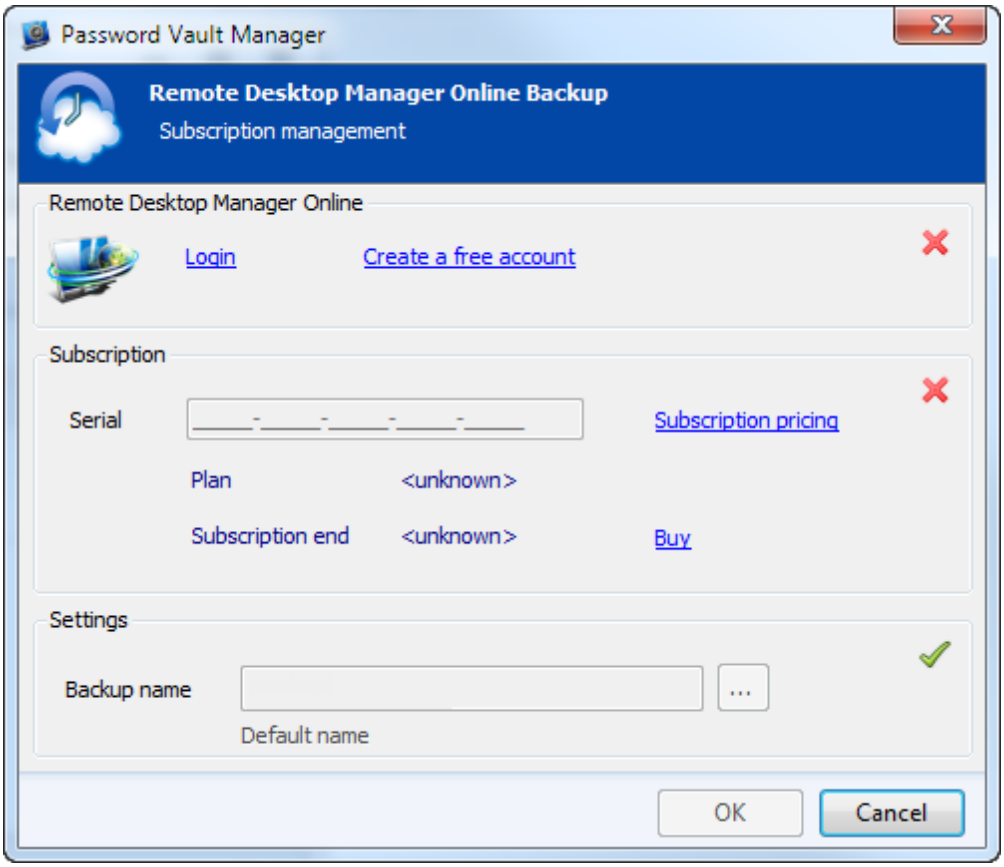

Remote Desktop Manager Online (RDMO) information

2. If you don't have a RDMO account, select **Create a free account** and fill in the information.

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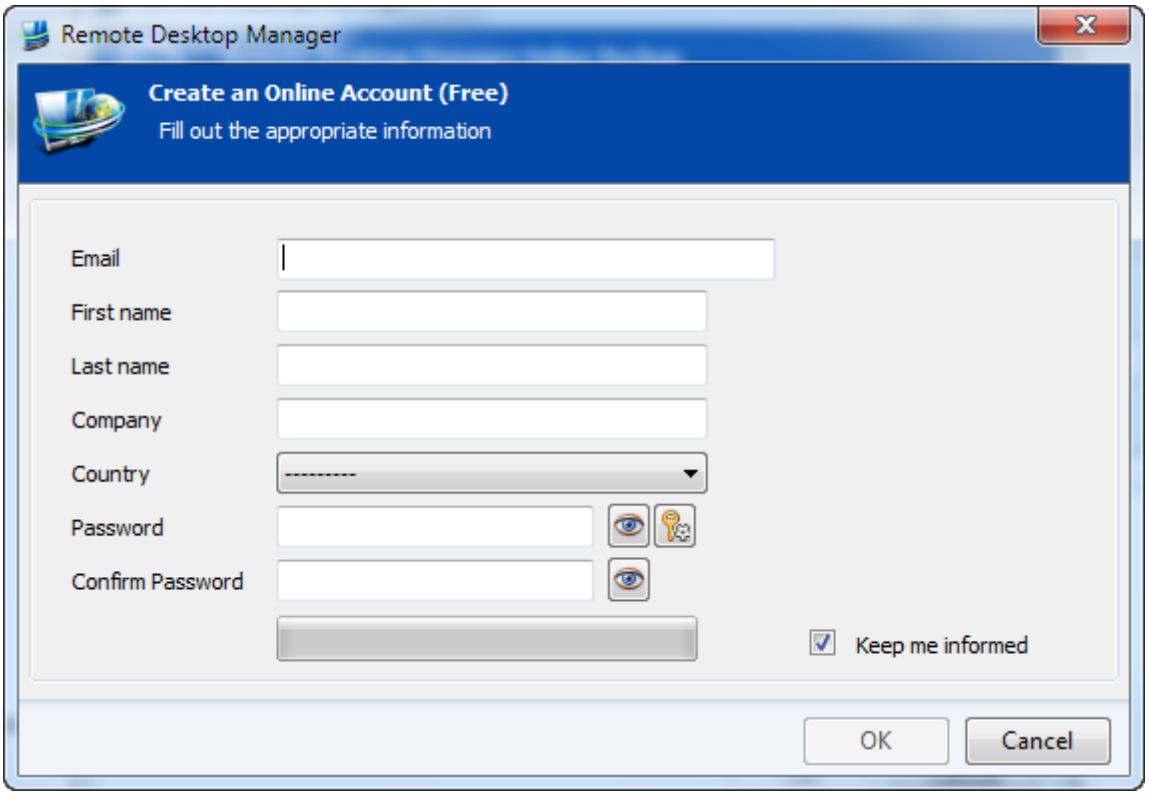
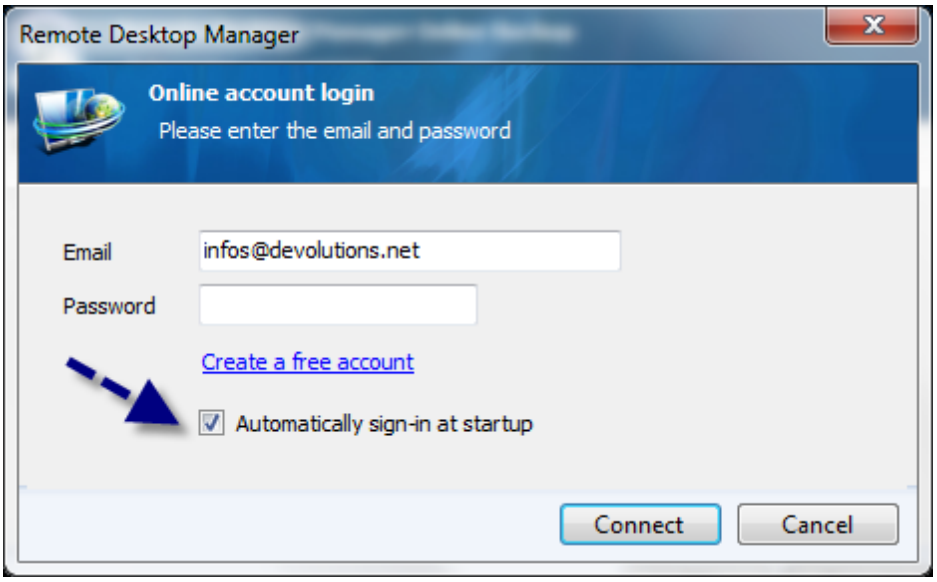


RDMO Account creation

3. Login with your Remote Desktop Manager Online account and check "Automatically sign-in at startup" so that the backup will be automatically enabled at your next startup.



Account login

For forgotten passwords or locked accounts you must go online to use the forgot password feature. Please visit https://online.remotedesktopmanager.com/ to proceed.

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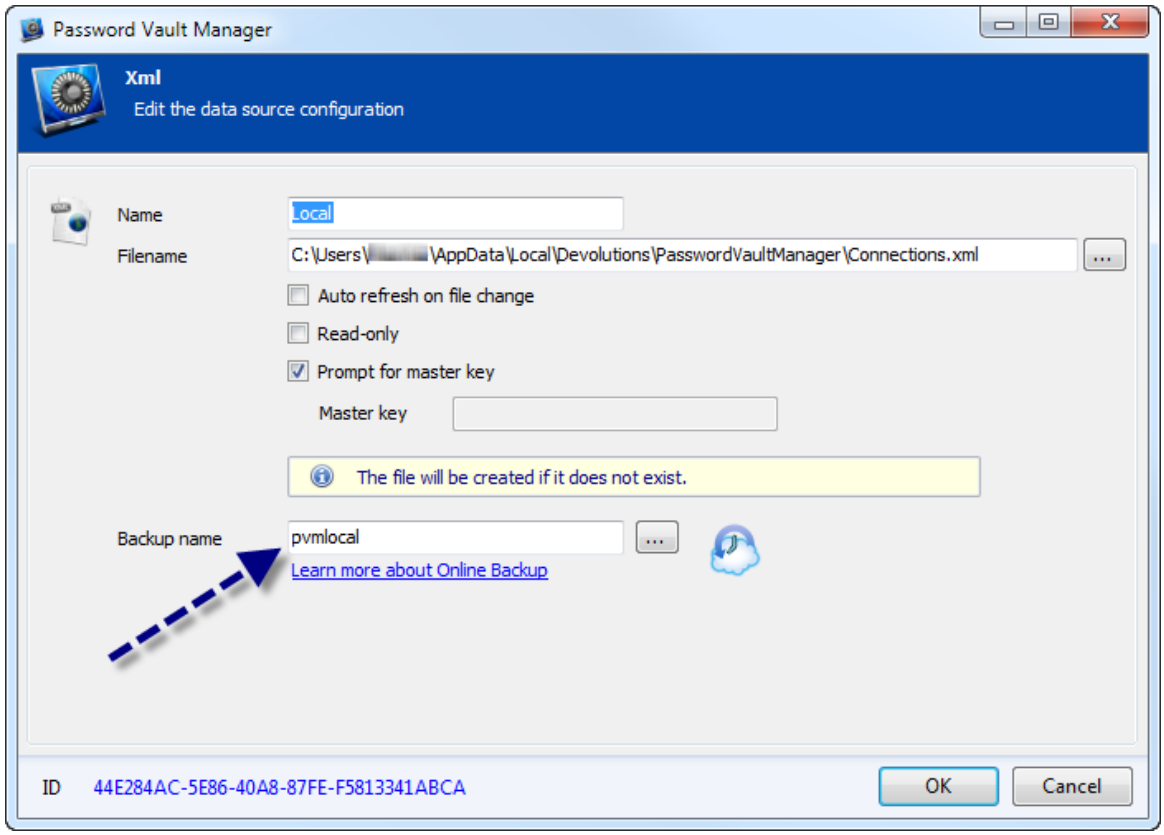
4. Enter the serial for your subscription. You can click on **Buy** in order to purchase or you can request a trial on http://remotedesktopmanager.com/remotedesktopmanager/Home/OnlineBackup.

5. You will need to specify a unique backup name, for each of your desired data source (Xml or Access), which will be used to backup and restore the data source. Edit your data source settings and fill-in the "Backup Name" field.

> You must perform this for all your XML,MS Access and SQLite data sources in order to be fully protected!



Backup Name

6. Once the backup name has been set, the Online Backup logo will display a green check mark showing that the backup is now enabled.

Online Backup logo

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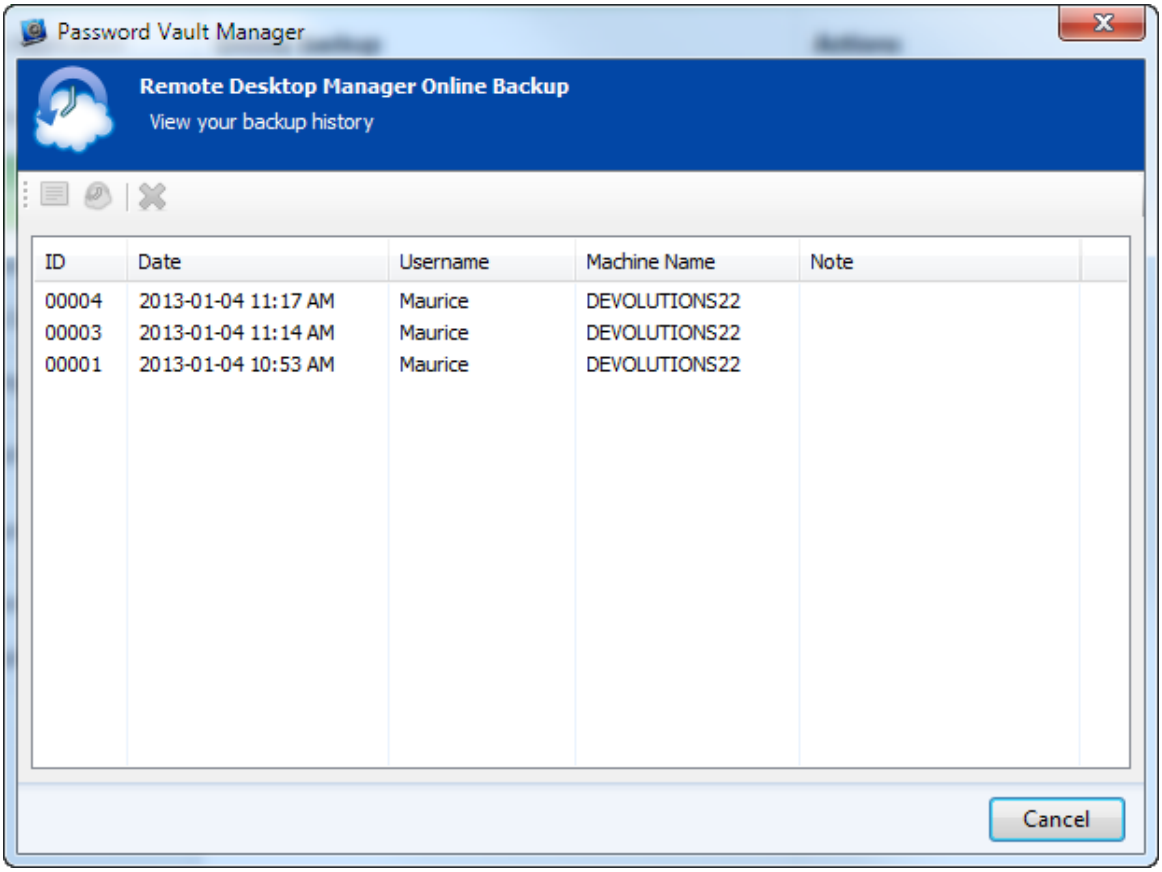
The automatic backup is executed in background, 30 seconds after each session modification (add, edit, delete).

Restore Instruction

1. To restore a data source from a backup, select it as the current data source.
2. Go to File > Backup > View History to display the list of your backups.
3. Select one from all the available restore points, this will enable the action buttons at the top.
4. Press on the second button to restore. Alternatively Right-click on your chosen backup to display the restore popup menu.



Backup history

5.1.3.2 Serial Vault

Description

The serial vault is part of the Remote Desktop Manager Online subscription. It allows you to store Serial numbers for software licenses that you own. The vault is also available when you log in the Remote Desktop Manager Online site.

Select **File->Online account**, you will see the Serial Vault Manager link.

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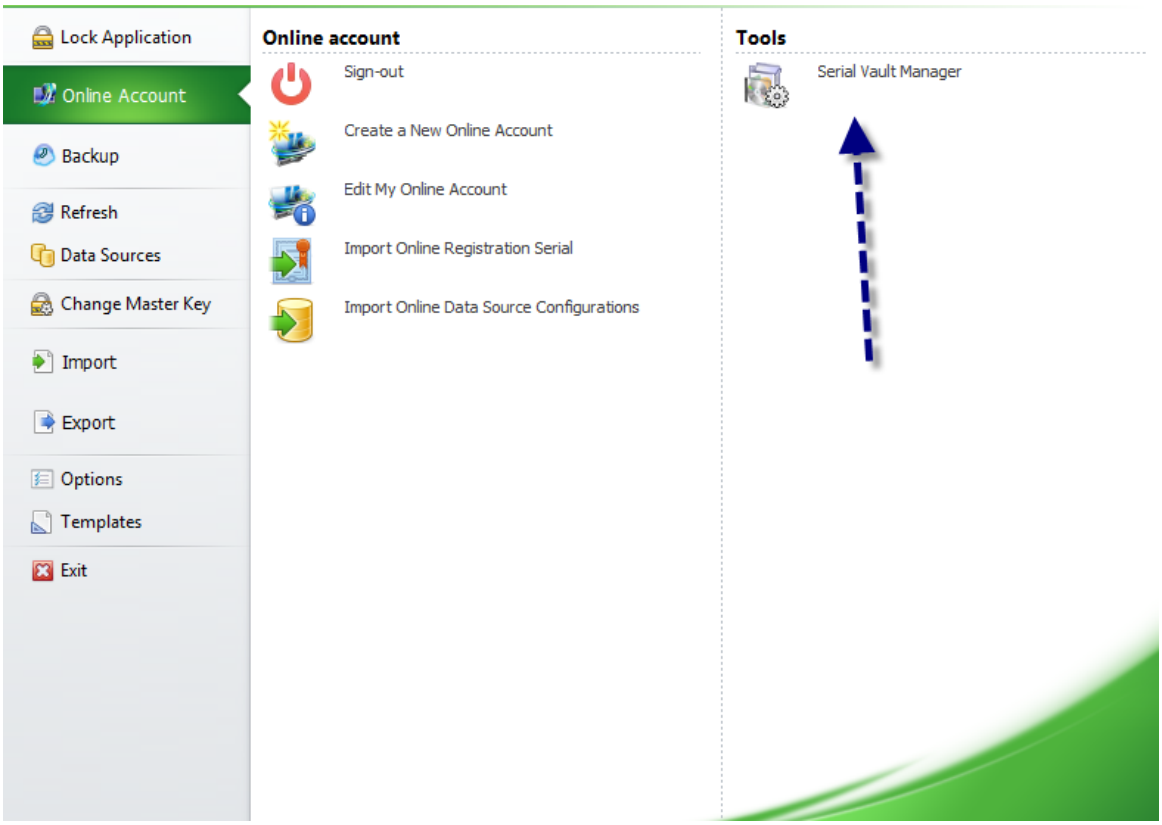

Online account access

Workflow

Clicking on Serial Vault Manager will display this dialog

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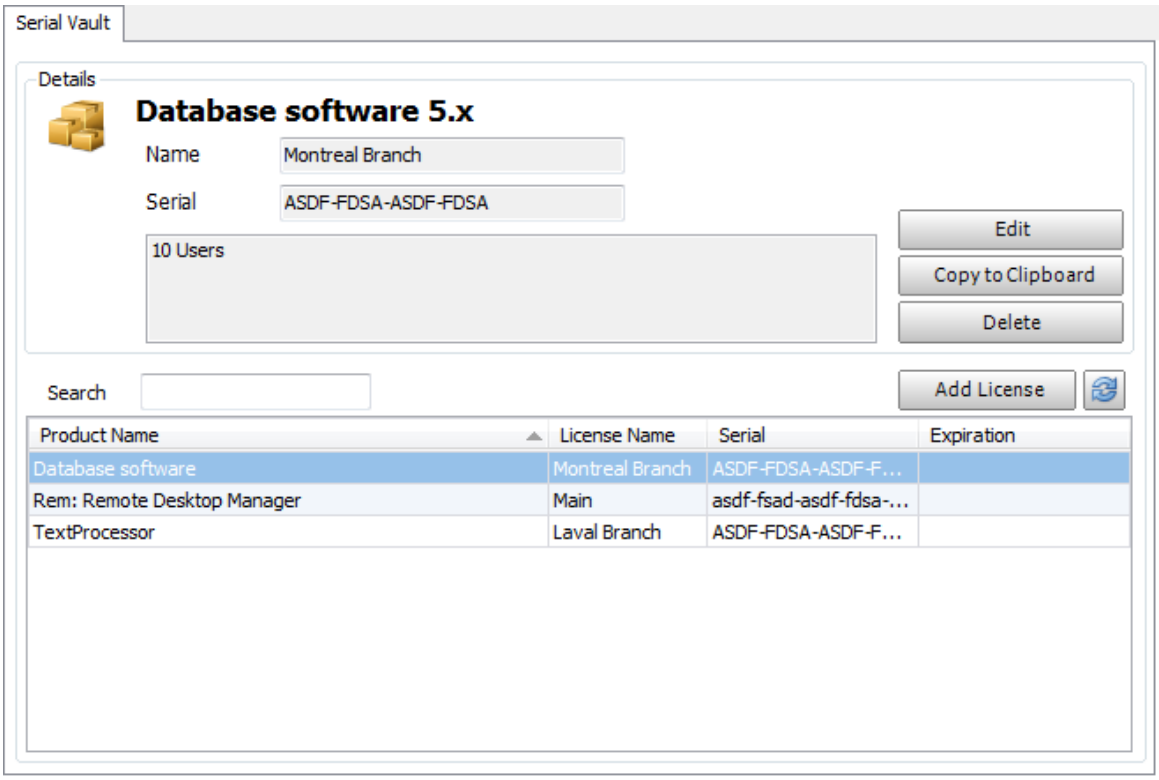
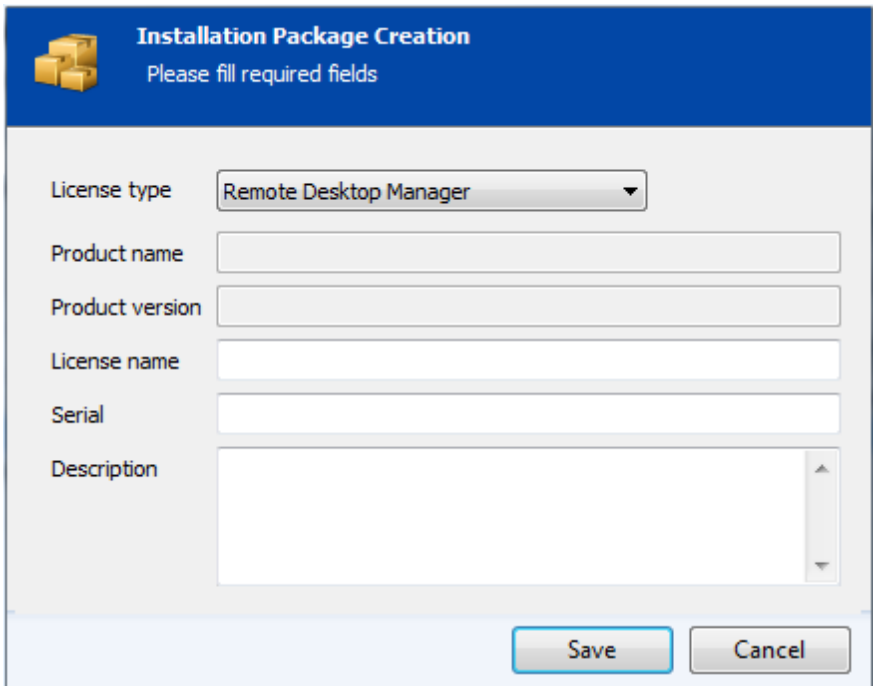


Serial Vault Manager

Edit will allow you to edit the serial entry. For your convenience, the copy to clipboard button can be use to quickly be able to paste the serial in a registration window. You can also delete entries or create new ones.



Add license dialog

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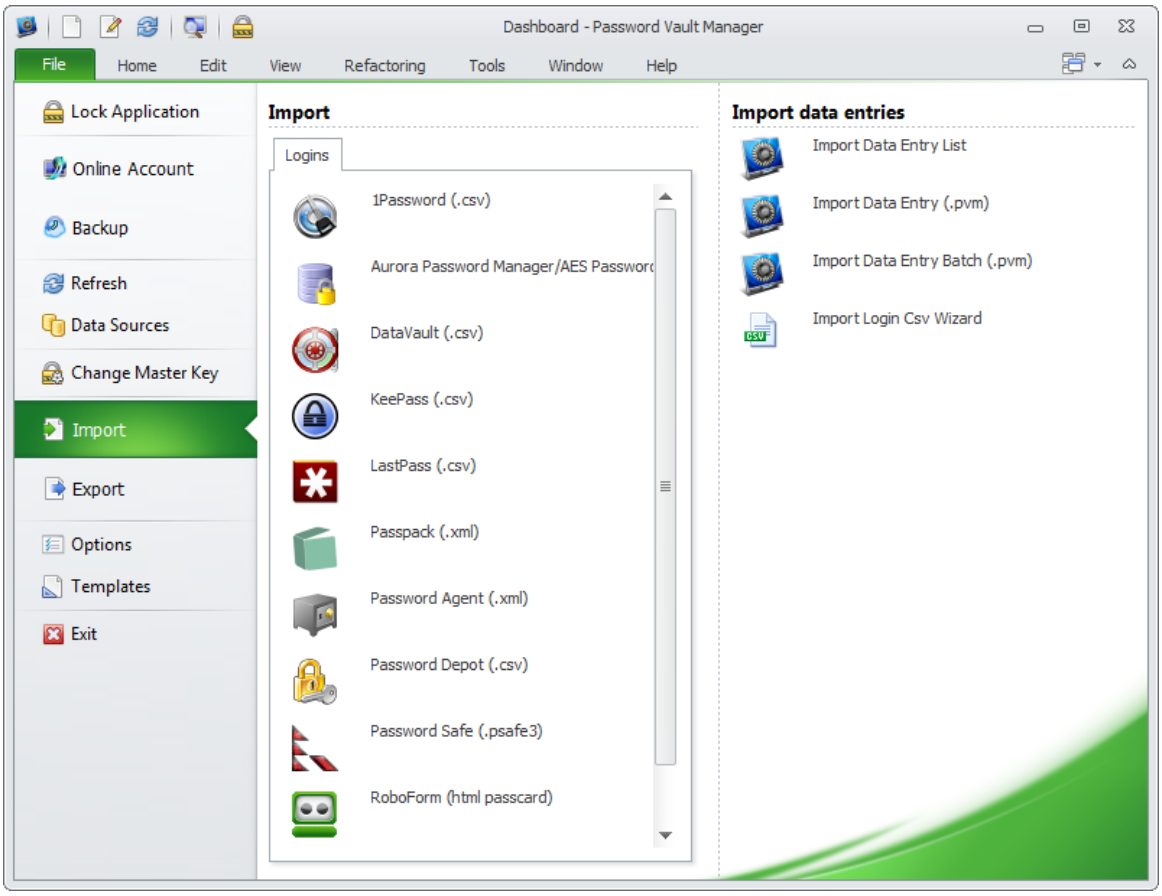
Selecting "Other" as the License type will activate all controls so you can enter the information as you see fit.

5.1.4 Import

Description

Password Vault Manager can import from various sources. It can obviously use it's own export files, but also many other applications data. If you're preferred application is not supported natively, an import wizard is provided to allow you to perform a massive import rapidly.



Import Logins/Passwords menus

Import Logins

You can also your logins from an existing application. Your configuration file data must not be encrypted in order to allow Password Vault Manager to parse the content.

The list of the supported applications includes:

- RoyalTS (http://www.code4ward.net/main/)
- mRemtote (http://www.mremote.org/wiki/)
- visionapp Remote Desktop (http://www.visionapp.com/germany/products/software/visionapp-remote-desktop.html)

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- Terminals (http://terminals.codeplex.com/)
- Microsoft Remote Connection Manager (download)
- Boztech VNCScan (add-on)
- WinSCP (add-on)
- Filezilla (add-on)

Using the Import Wizard

Please see the Import Login Wizard topic.

Import Data Entries

When your file was generated using Password Vault Manager and its native format, it has the .pvm extension. Simply select the appropriate **Import Data Entry** menu to perform the operation.

5.1.4.1 Import Login Wizard

Description

When your application data file format is not natively supported by Password Vault Manager, you can use a plain csv file to create your data entries. This would be extremely useful when you can restructure the unsupported data file into a compatible csv file.

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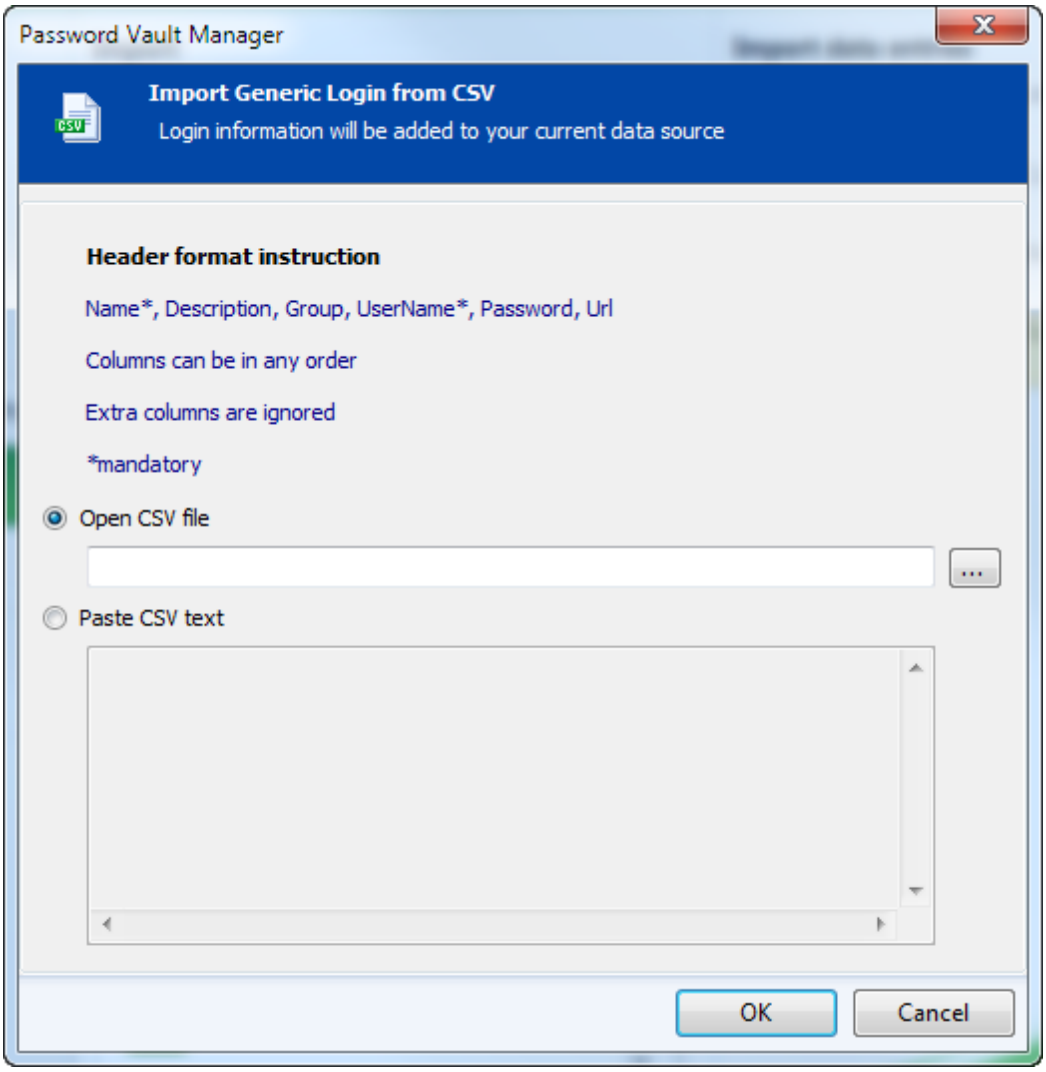

Import Login Wizard

Prerequisites

Our csv format has the following pre-requisites:

- The column separator must be a comma
- The string escape character is the double quote. You must use this if one of your fields contain commas.
- The following columns are mandatory : Name, UserName.
- The following columns are optional but imported when present : Description, Group, Password and URL.

Notes

- All other columns are simply ignored.
- The columns are accessed by name, therefore the order is unimportant.
- Instead of using a file, you can paste the content directly in the form.

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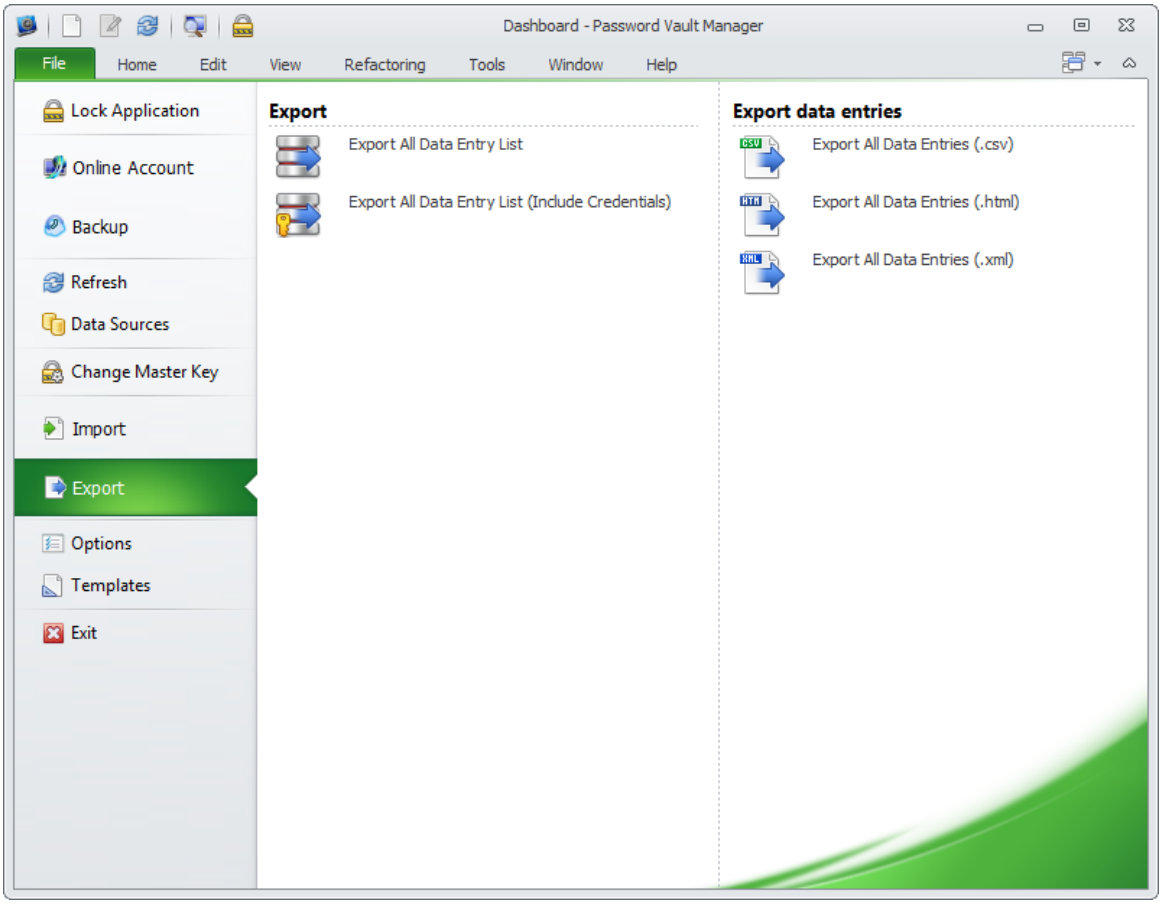
5.1.5 Export

5.1.5.1 Overview

Description

Password Vault Manager supports many export options. Below is a list of export options.



File -> Export

Overview

Export

This section uses the Password Vault Manager native file format (pvm)

- Export All Data Entry List
- Export All Data Entry List (Include Credentials)
- Export All Host List (.csv)
- [1]Export Selection List
- [1]Export Selection (Include Credentials) (Ctrl+Alt+E)

Export data entries

- Export All Data Entries (.csv)

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- Export All Data Entries (.html)
- Export All Data Entries (.xml)
- [1]Export Selected Data Entry (.csv)
- [1]Export Selected Data Entry (.html)
- [1]Export Selected Data Entry (.xml)

Security

When using an Advanced Data Source, export capabilities can be disabled via security policies at the data source level (no one can export) or at a user level (particular users can't export). See Data Sources for more information.

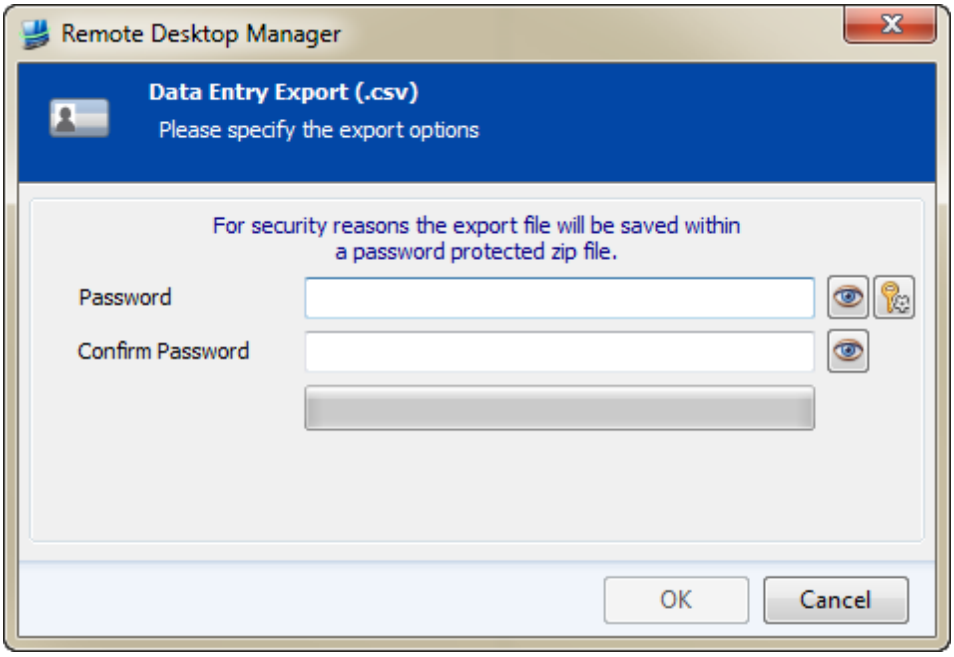
Export All Session List

Exports all session in xml format within a .pvm file that can now be imported into any PVM install. Good for backups but doesn't include credentials (username, domain & password). All data is in clear text.

Export All Session List (Include Credentials)

Same as Export All Session List but includes credentials. All data is in clear text.

Export All Data Entries (.csv)



Zip file password

Export all data entries within .csv format file. For security reasons the .csv file will be contained within a password encrypted zip file. Zip File Security isn't bullet proof but better than nothing. Please note that the csv columns will vary depending on data entry types being exported.

Export All Date Entries (.html)

Exports all data entries within a AES-256 to encrypt self contained html file. See Export Html Encrypted

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for more information.

Export All Date Entries (.xml)

Much like the Export All Date Entries (.csv) export format the .html file will be contained within a password protected zip file.

[1] - only available via Right-Click menu of the tree view or hot key.

5.1.5.2 Encrypted Html

Overview

Export Html Encrypted was design to allow for simple & secure exports of data entry type sessions. It allows for an .html export of the session information while using symmetric encryption (AES-256) to encrypt sensitive information such as passwords. The file is an ultra portable self contained html file that requires no external script files or installs. As long as you have a web browser with JavaScript enabled you can get to your encrypted data.

Why?

With a secure encrypted document you can freely send the information via email or any other protocol without compromising the sensitive data. Use the export as means of sharing or as a backup for sensitive information.

How To

Select the sessions to export or export all data entries. Right-click **Import/Export -> Export Data Entry -> Export Data Entry (.html)** or use **File -> Export -> Export All Date Entries (.html)**. You will be prompted for a password for the symmetric encryption of sensitive information. Select the file name for the new document. Once the export complete the file will open in your default browser.

Note: Make sure you don't forget the password as you will not be able to decrypt the data without it.

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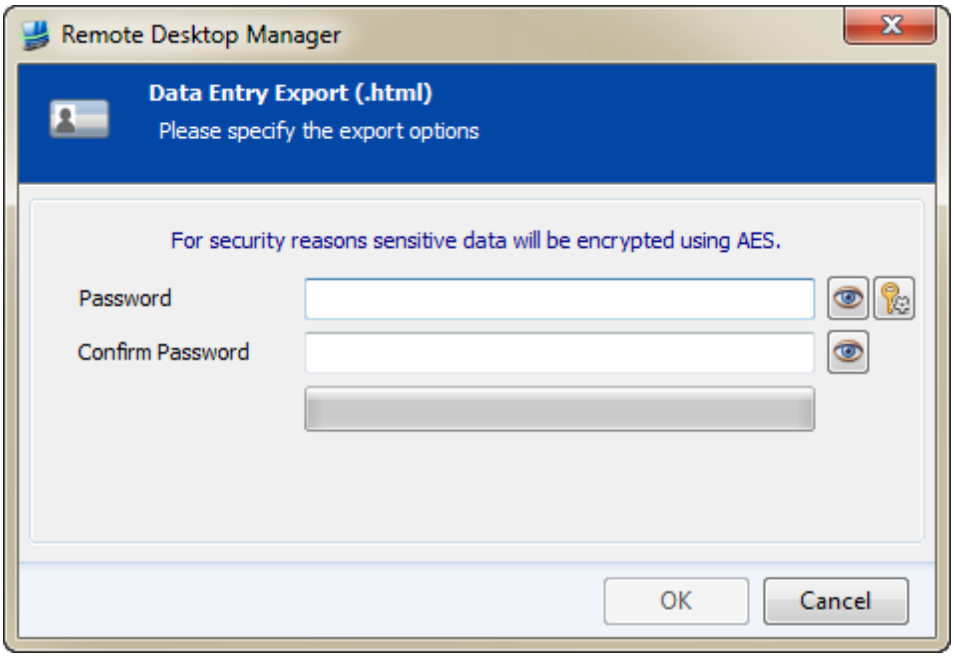

Password for symmetric encryption

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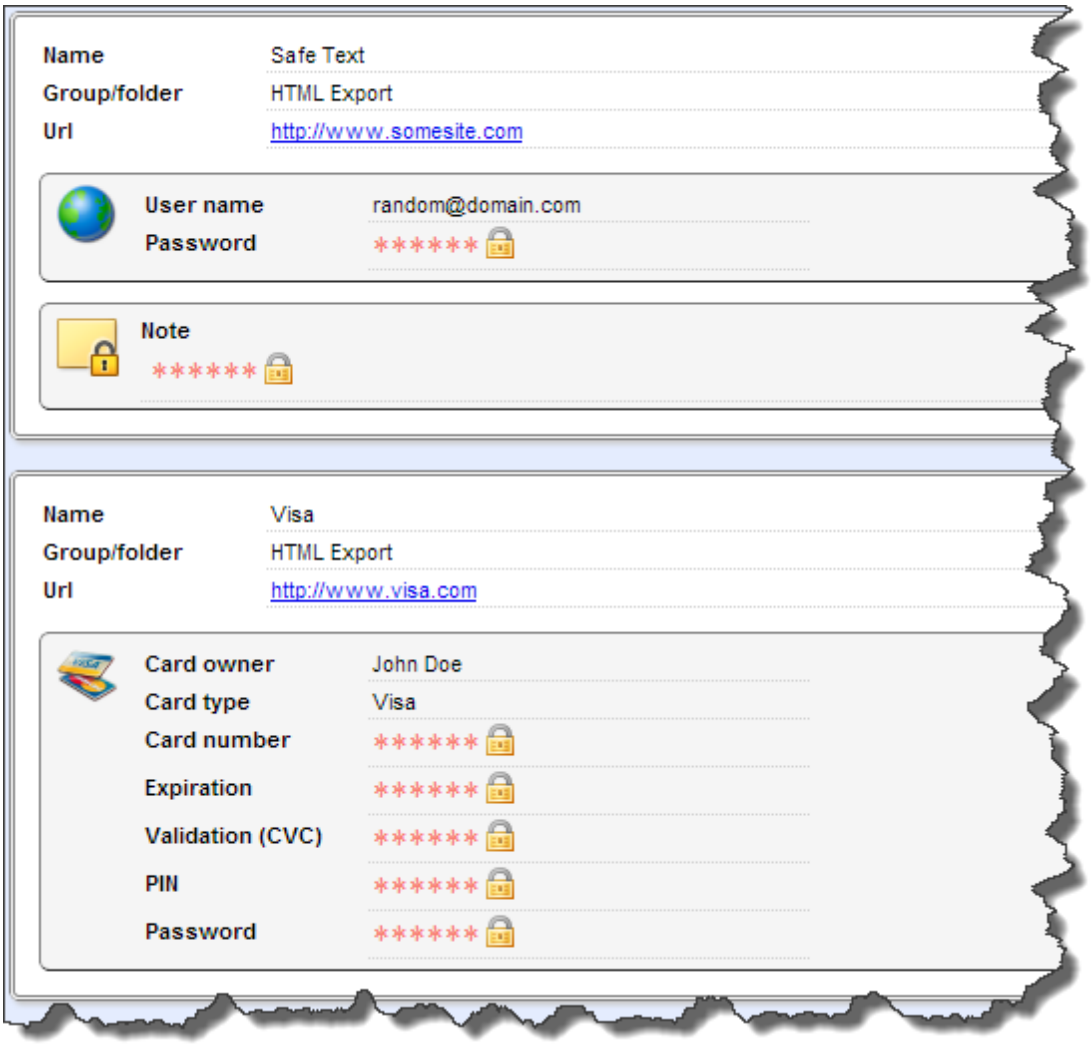
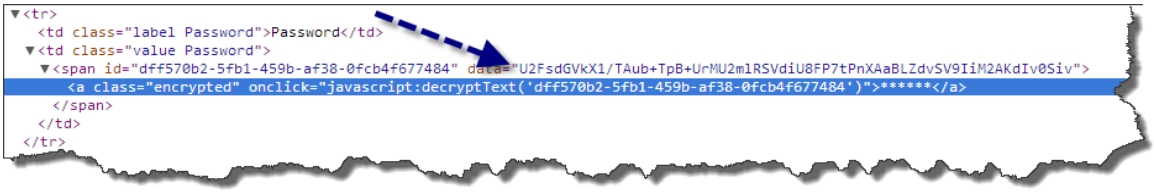


Sample output

When exporting multiple entries all will contained within the same file. At decrypt time, each encrypted value must be decrypted individually for security reasons. Once you're done with the sensitive data simply hit F5 to refresh the file or simply close it. Your data is now safe from prying eyes.

AES-256

We use AES-256 to encrypt/decrypt your sensitive data. Since the decryption is done entirely in the browser, there's no need for external tools, downloads or installs.



Encrypted value

Safe & Smart Virtual Backup

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In addition, HTML Export using symmetric encryption is a great way to securely – and virtually – backup your passwords and other sensitive information. It allows you to share information via email, or simply send the file to your personal email account as a backup.

5.1.6 Options

5.1.6.1 Overview

Description

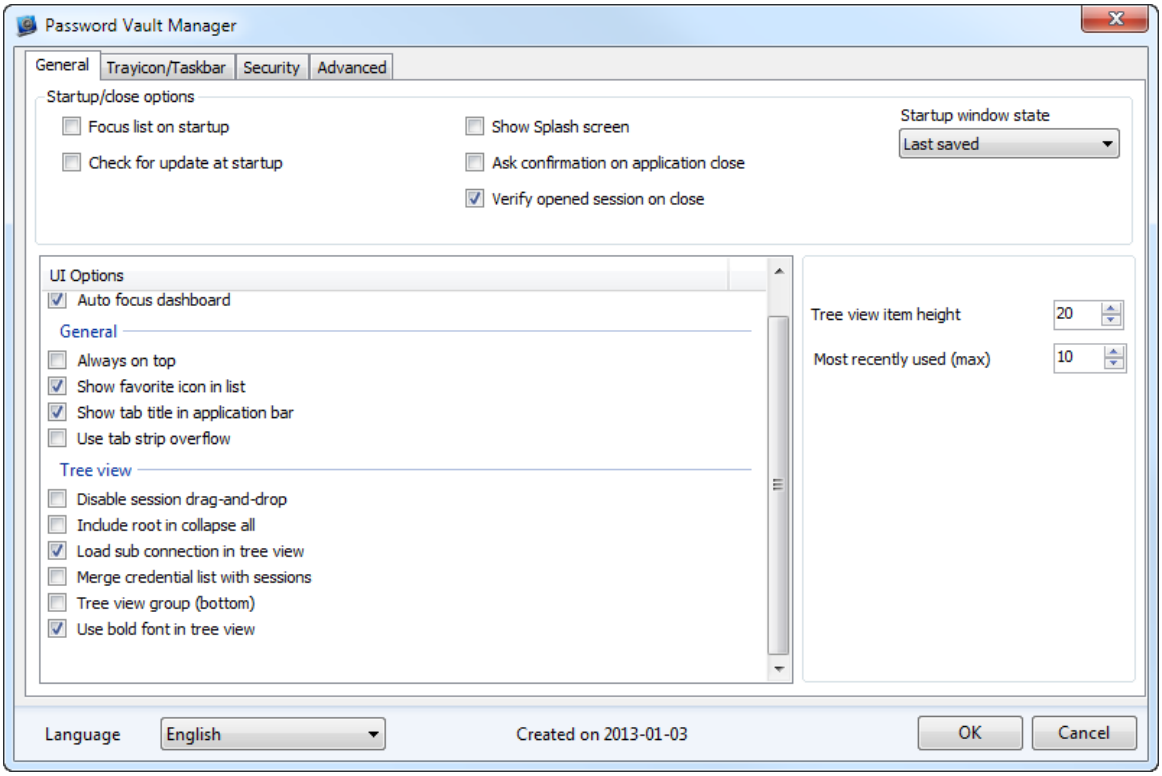
Password Vault Manager contains many option tabs such as:

- General
- Tray icon/Taskbar
- Security
- Advanced

5.1.6.2 General

Description

Use the **Options -> General** tab to control application behaviour as it pertains to Startup and UI.



General Tab

Settings

Startup/close options

Option	Description
Focus list on startup	If checked the focus will be set on the entry list on application start.
Check for update at startup	If checked the application will perform a verification for new releases availability.
Show Splash screen	If checked the application will display the splash screen on startup.
Ask confirmation on application close	If checked the application will confirm your action when you attempt to close it.
Verify opened session on close	If checked the application will warn you about running sessions when you attempt to close it.
Startup window state	Choose between : Last saved, Minimized or Maximized

UI Options

The UI options are divided in two categories : simple yes/no options and complex options. The left hand side is a simple list of all the yes/no options that you can adjust. The right hand side contains the more complex options for which you need to specify a value.

Yes/No Options	Description
Auto focus dashboard	When checked and an inactive entry is selected in the tree view, the corresponding dashboard is displayed and focus is immediately set on it.
Always on top	Keeps the application on top of all others.
Show favorite icon in list	When checked a favorite icon is overlaid on your session icon.
Show tab title in application bar	When checked the button for RDM in the application bar will append the caption of the current tab to the name of RDM.
Use tab strip overflow	When there are too many active tabs for the width of the application, having this option checked will result in a new line of tabs to appear. If unchecked then arrows will appear to indicate more tabs are present.
Disable session drag-and-drop	When checked allows for moving entries by drag-and-drop.
Include root in collapse all	A default installation will have many root nodes in the tree view. i.e. Sessions, Credentials, Macros/Scripts/Tools. If the Include root in collapse all option is enabled, pressing collapse all will collapse every root node. It the option is not enabled, only the children of the current root are affected by the command.
Load sub connection in tree view	When checked the sub connections will appear under their parent.
Merge credential list with sessions	When checked, credentials appear within the list of Sessions instead of in their own group.
Tree view group (bottom)	When checked, the Group/Folder entries will be at the bottom instead of appearing first under their parent.
Use bold font in tree view	Root level items of the tree view are displayed using the bold attribute.

Complex Option	Description
Tree view item height	Specify the height of individual items in the Tree view. Valid values are between 16 and 32.

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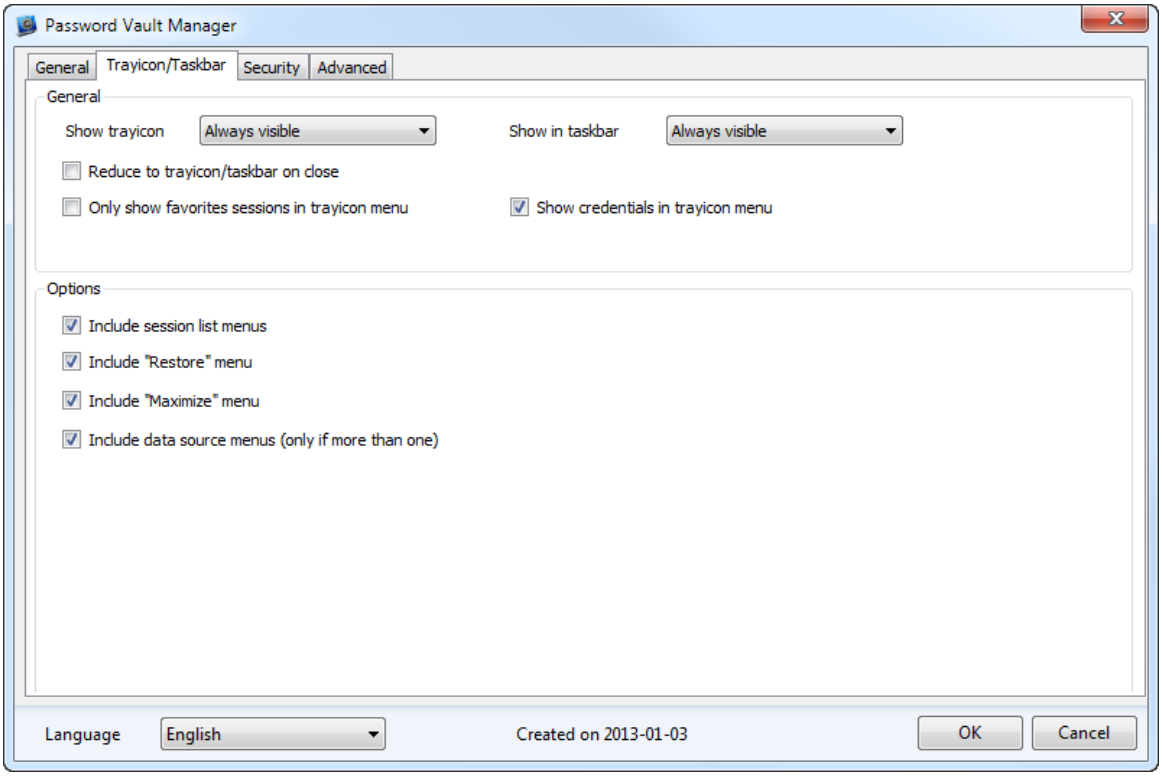
Most recently used (max)	Indicates the number of entries to keep in the Most recently used tab on the navigation pane.

5.1.6.3 Trayicon/Taskbar

Description

Use the **Options -> Trayicon/Taskbar** tab to control the application tray icon and taskbar.



Trayicon/Taskbar Tab

Settings

General

Option	Description
Show Tray Icon	Choose between : When not minimized, Always visible and Never visible.
Show in taskbar	Choose between : When not minimized, Always visible and Never visible.
Reduce to trayicon/taskbar on close	Clicking on the X will minimize RDM instead of close it.
Only show favorite sessions in trayicon menu	Only entries marked as favorites are present in the tray icon menu.
Show credentials in trayicon menu	When enabled the credentials will appear in the tray icon menu

Options

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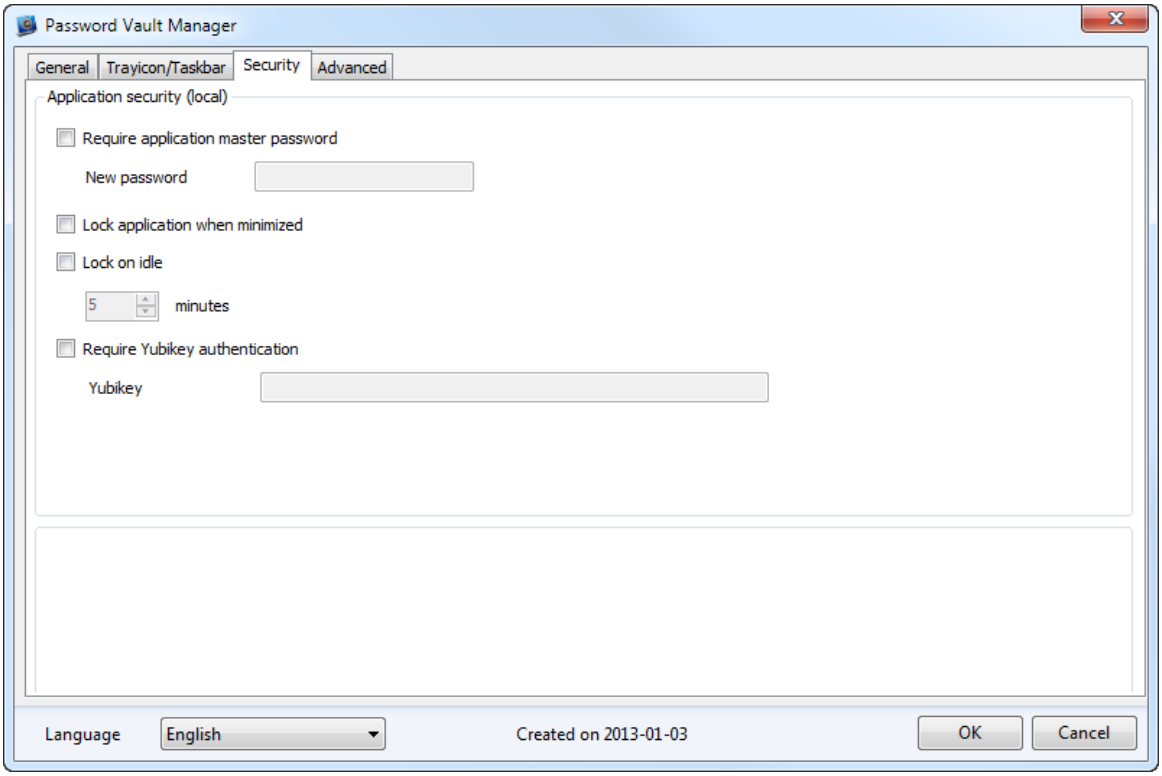
The options control the popup menu of the tray icon.

Option	Description
Include session list menus	Includes the sessions in the menu.
Include "Restore" menu	Includes a menu to restore RDM when it has been minimized.
Include "Maximize" menu	Includes a menu to maximize the RDM window to take the full area of the screen.
Include data source menus	Includes a sub-menu for the data sources. This requires more than one data source to function.

5.1.6.4 Security

Description

Use the **Options -> Security** tab to control application behaviour as it pertains to system security.



Security tab

Application security (local)

- Require application master password
  Password will be prompted on start and/or unlock of the application
- Lock application when minimized
- Lock on idle
- Require Yubikey authentication
  Instead of password use Yubikey to unlock the application.

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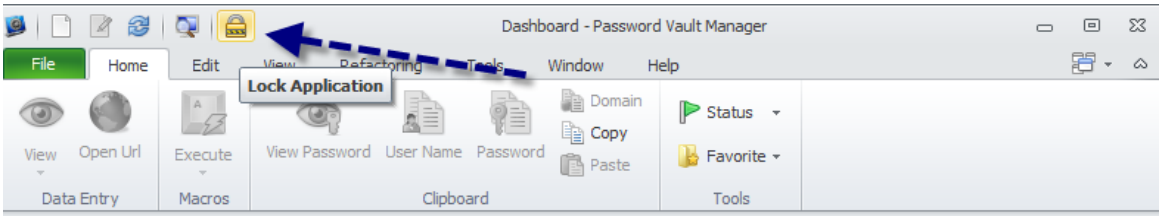
Lock Application

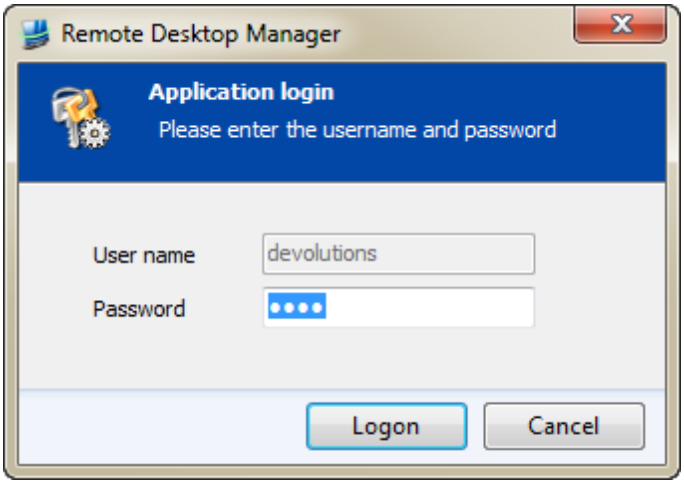
When the current data source is protected by a master key OR when you've required an application master password as seen in the previous section, a padlock is displayed in the quick tool bar. Clicking on the padlock will immediately minimize and lock the application.



Manually lock the application

Unlock Application

When you re-activate the application you will prompted with the Application login screen:



Unlock the application

5.1.6.5 Advanced

Description

Use the **Options -> Advanced** tab to control application behaviour as it pertains to low level settings.

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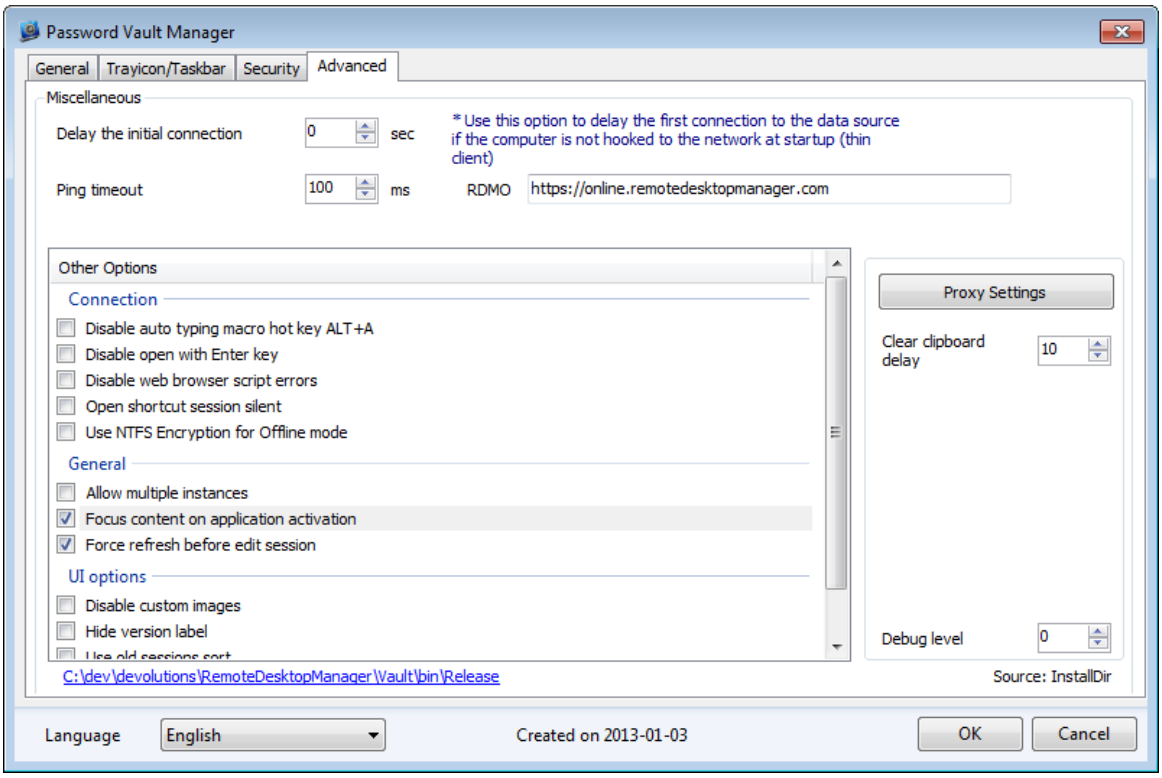

Advanced Tab

Miscellaneous

Option	Description
Delay the initial connection	Use this option to delay the first connection to the data source if the computer is does not have a network connection on startup. This may be needed in the case of RDM being set to launch at startup or when used on a thin client.
Ping timeout	Set the timeout for the ping operation.
RDMO	This contains the URL for the Remote Desktop Manager Online service. Change this only if directed by our support personnel.

Other options

Toggles

Option	Description
Disable auto typing macro hot key ALT + A	Pressing ALT-A will not run the auto typing macro associated with the entry.
Disable open with Enter key	Pressing the Enter key while an entry is selected will not open it.
Disable web browser script errors	This will prevent scripting errors to be displayed to the user.
Open shortcut session silent	TBD

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Use NTFS Encryption for Offline mode	When using offline mode, a local file is created to hold a copy of the data source. If this is enabled the the local file is encrypted using the built-in NTFS encryption of Windows. This setting may cause delays when accessing the data source because the local file is refreshed on every access.
Allow multiple instances	Allows more then one instance of RDM to run concurrently.
Focus content on application activation	This will set focus on embedded sessions when RDM is activated.
Force refresh before edit session	This will perform a refresh of the entry just before entering edit mode. Useful for multi-user environments and shared data sources.
Disable custom images	This will prevent using custom images in entries. Too many custom images will dramatically increase the size of the data source thereby increasing the load time.
Hide version label	This will hide the version label from both the startup screen and from the main program window. Simply an option to lighten the interface.
Use old sessions sort	TBD

Values

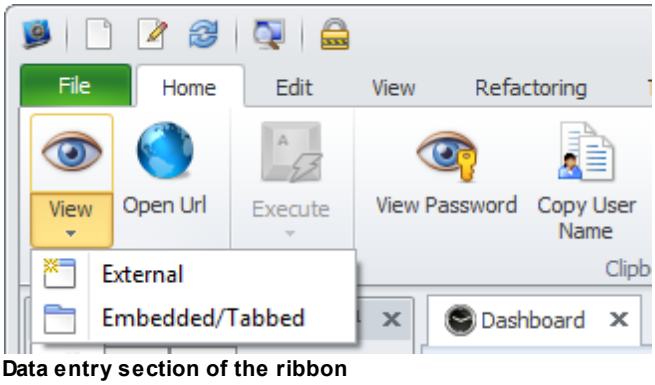
Option	Description
Clear clipboard delay	TBD
Debug level	Sets the level of debugging information that RDM will capture. This should be modified only on request from a Devolutions support technician.

5.2 Home

5.2.1 Data Entry

Description

Two actions are available: View and Open URL.



Data entry section of the ribbon

View

You can open the URL indicated in the data entry either externally or in the embedded browser. The

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menus are disabled if the URL property of the data entry is empty.

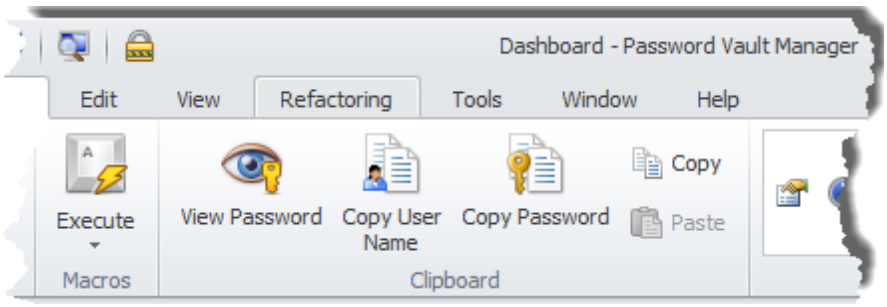
5.2.2 Clipboard

Description

Using the clipboard, you can copy data entries values such as:

- User name
- Password
- Data Entry (used to copy entries from one data source to another)

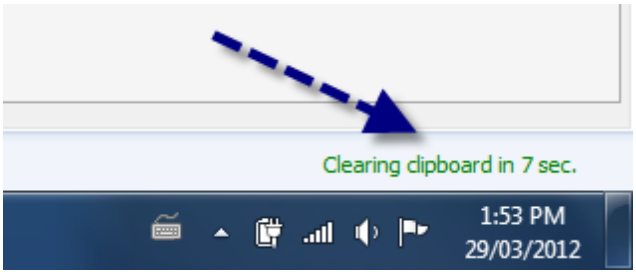
You can access the clipboard action via the **Home -> Clipboard** ribbon bar or via the right-click menu **Clipboard -> ...**



Clipboard ribbon bar

To access the User name and the Password from the clipboard, you must have entered the data in your session.

For security reasons, the clipboard will be cleared after **10** seconds when you copy a password. The delay can be configured via the system options, see Options for more information.



Clipboard clear notification

Copy/Paste session entries

The Copy/Paste of an session entry in also possible. Paste into a different data source or to simply create a copy of an entry. It is an quick way to move/duplicate an item.

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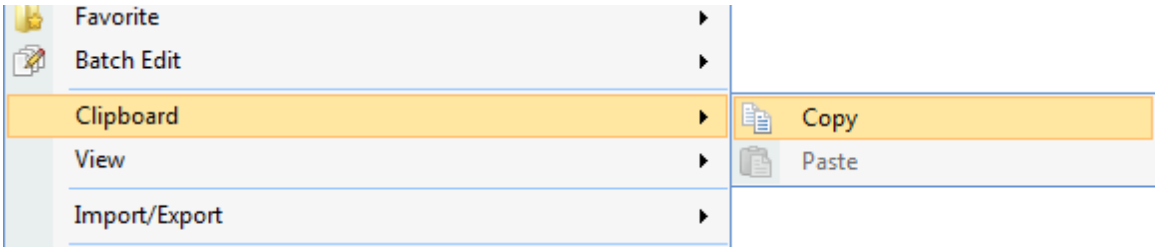
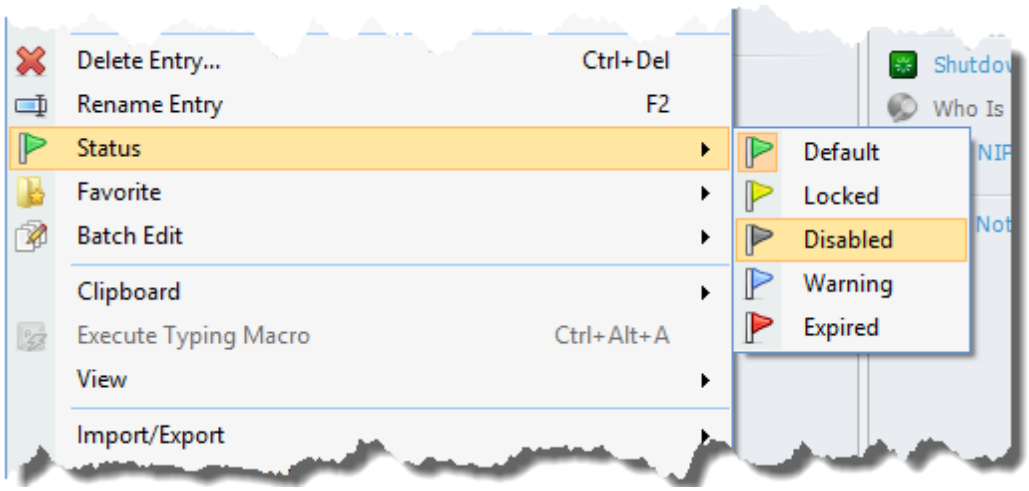


Copy/Paste

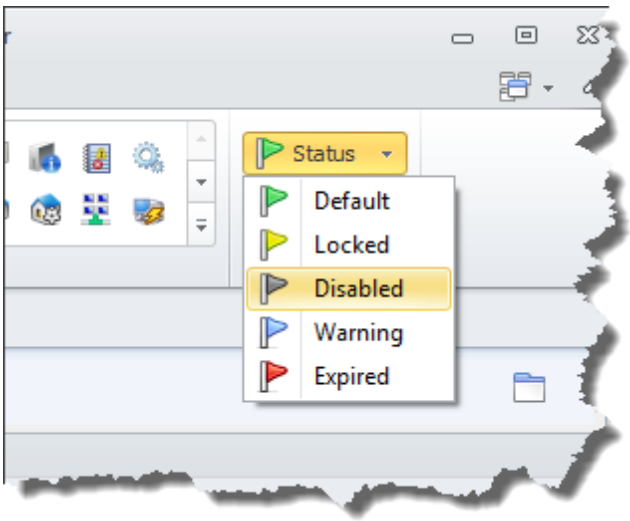
5.2.3 Status Management

Description

Right-click on the desired from the menu **Session->Status**



Status management menu



Status management ribbon bar

Status Locked

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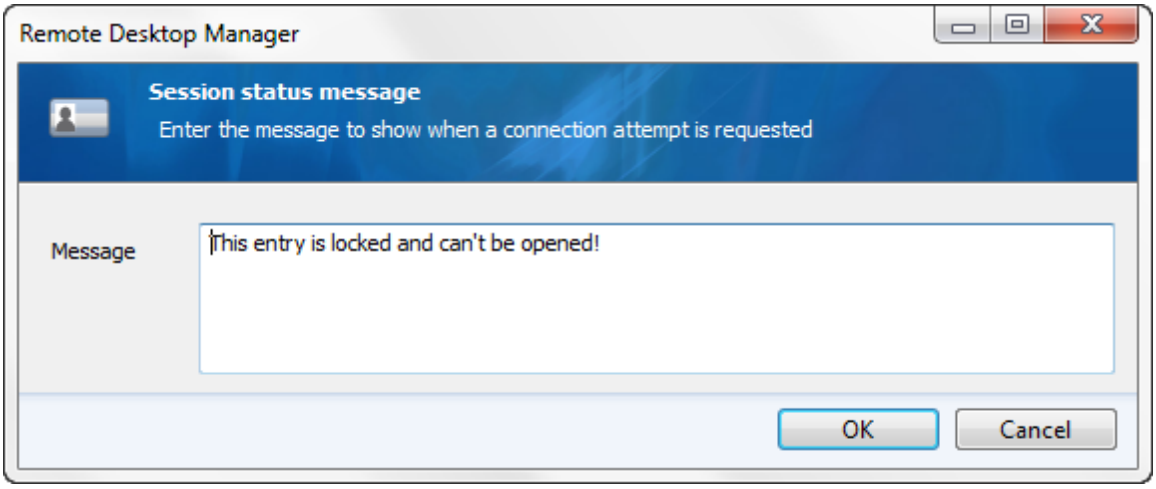
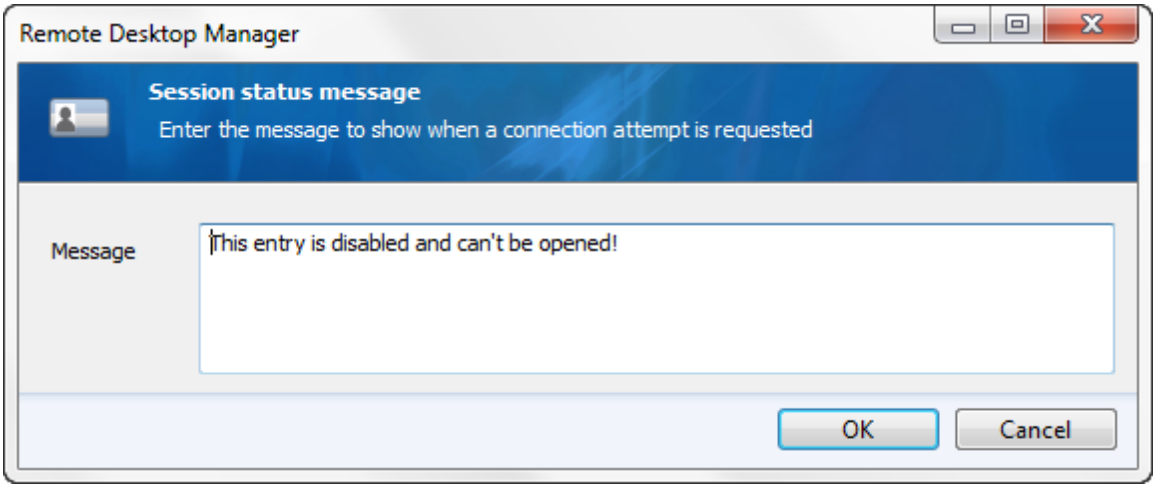
This allows the user who has locked the session to use it and block the others.


Remote Desktop Manager
Session status message
Enter the message to show when a connection attempt is requested
Message
This entry is locked and can't be opened!
OK
Cancel

Status Locked

Status Disabled

A disabled session can't be opened. It's mostly used when you don't want to delete it but avoid any unattended connection. It's also useful to disable an account for one of your former customer.


Remote Desktop Manager
Session status message
Enter the message to show when a connection attempt is requested
Message
This entry is disabled and can't be opened!
OK
Cancel

Status Disabled

Status Warning

This status does not cancel the session opening and allows to show a message before his opening.

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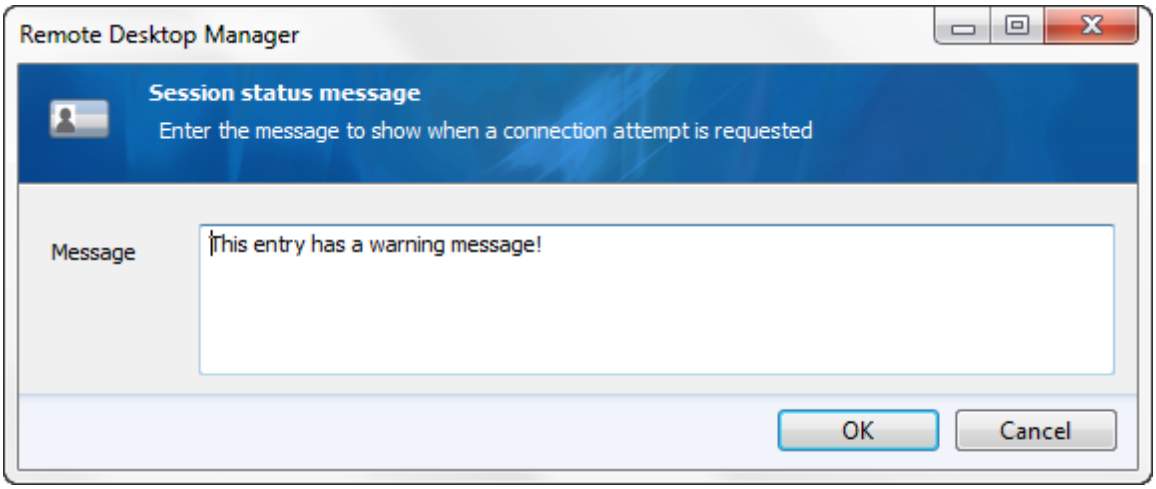
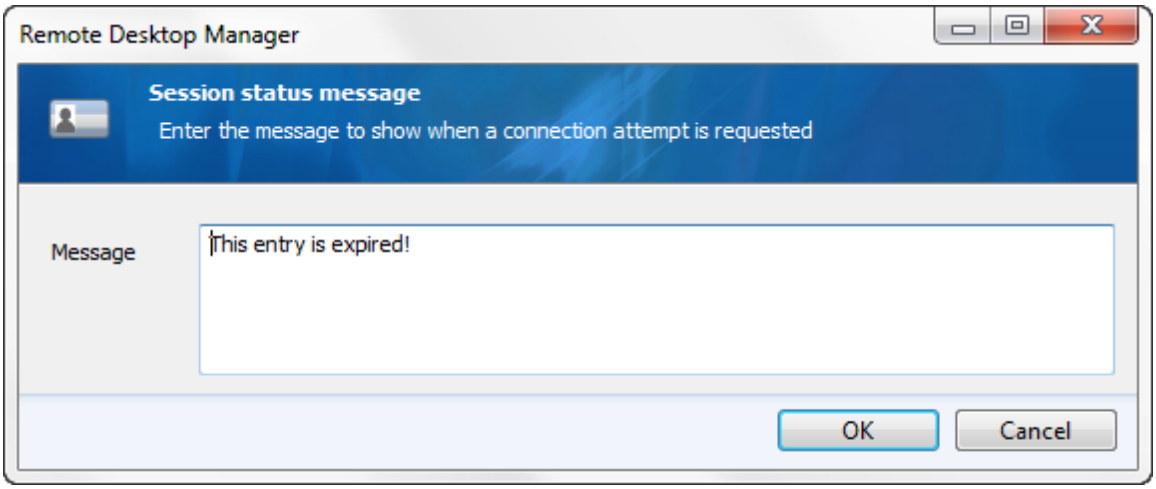


Status Warning

Status Expired

An expired session can't be opened. It can be set manually or automatically if the session expiration date is set in his property.



Status Expired

5.2.4 Favorites

Description

For your convenience, a feature to tag entries as favorites is provided. This is useful when the number of managed entries becomes too great or if you must maintain a strict directory structure to hold your entries.

In order to provide the best experience two kinds of favorites exist : Local or Shared. The local favorites are stored locally and are only for you. The shared favorites on the other hand are stored in the shared data source and are therefore available to all users.

Settings

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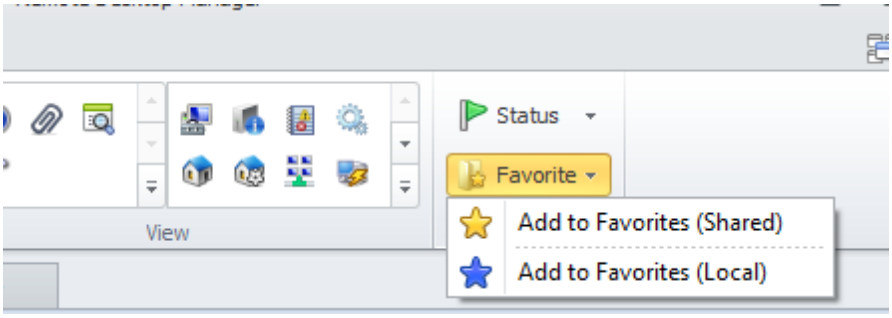
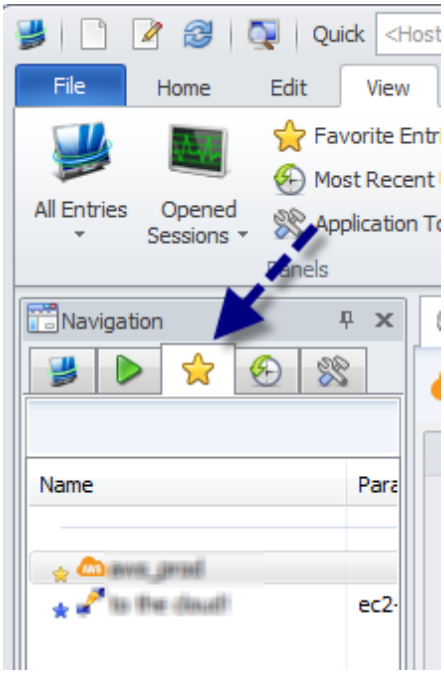
They are accessed by **Home -> Favorites**.



Setting an entry as a favorite

They are displayed in the Navigation pane, on the Favorites tab.



Favorites Tab

Also note the color of the star, it is yellow for Shared favorites and blue for Local Favorites.

To remove an entry from your favorites, you again use the Home -> Favorites menu. The drop down menu will instead contain the option to Remove from Favorites.

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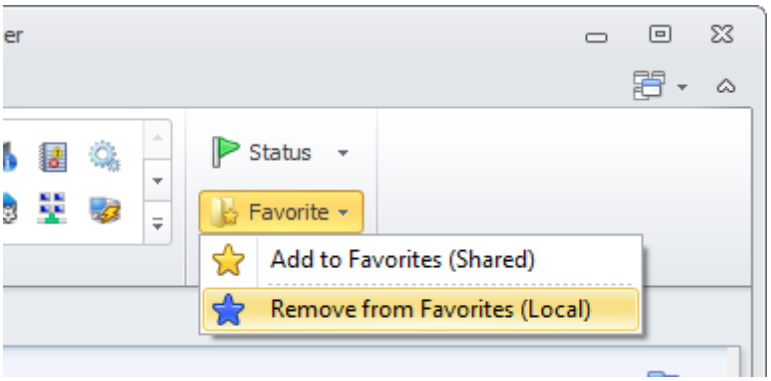


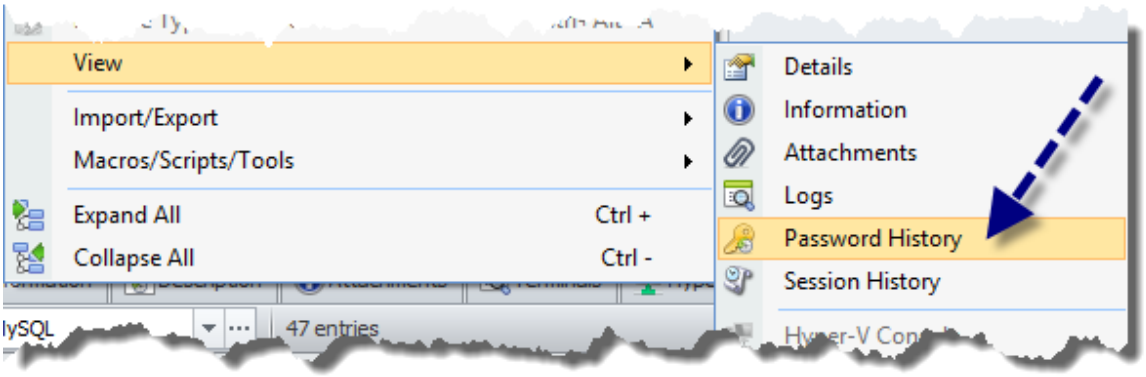
Remove from Favorites

5.2.5 Password History

Description

Password History feature allows for viewing of the password history. The number of historical passwords to save is set in the **Data Source Settings -> Password Policy -> Password history X items**.

You must be admin of the data source to perform this action.
This feature is only available when using an advanced data source such as MSSQL & MySQL.



Right-click View -> Password History

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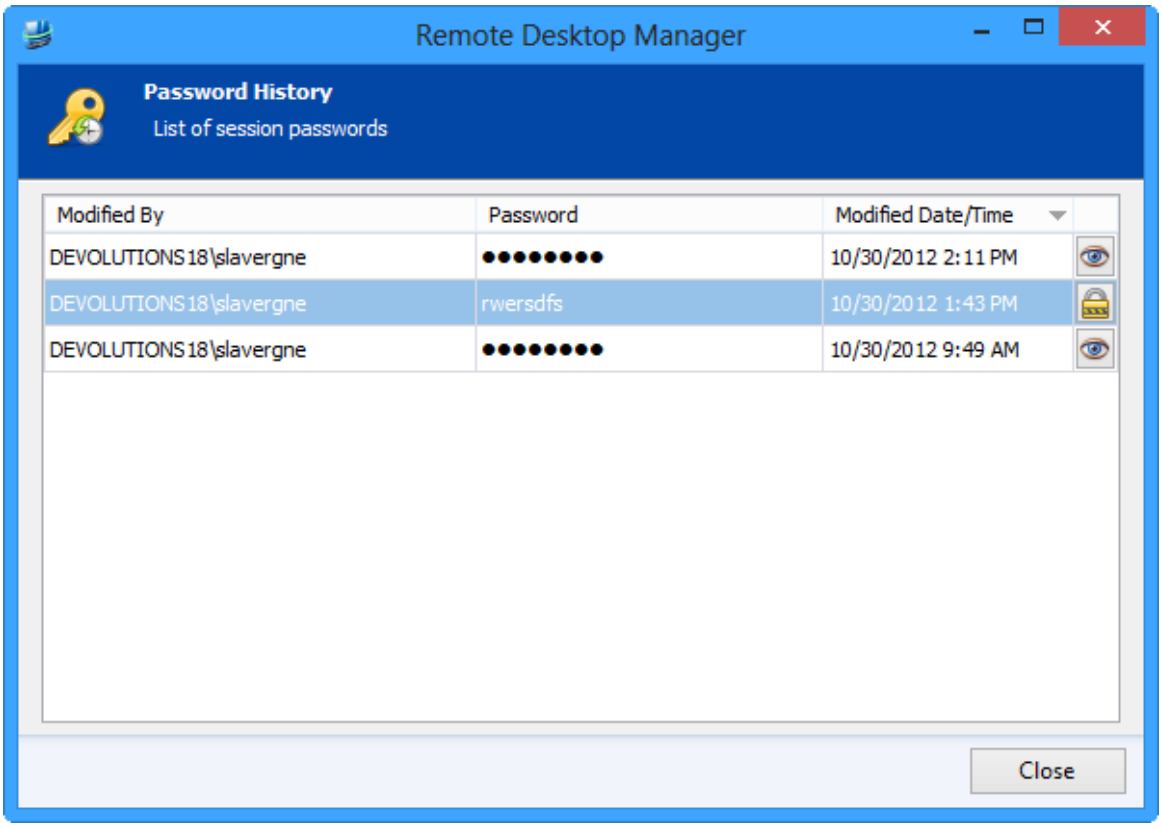


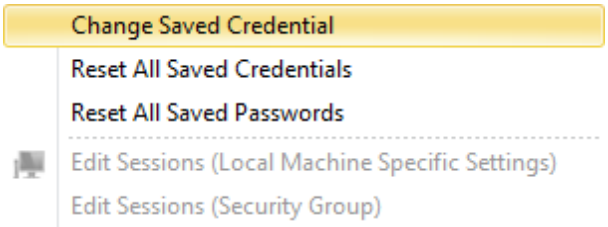
Password History view

5.3 Edit

5.3.1 Batch Edit

Description

Batch Edit is used to change the settings of multiple entries in one operation. It can be used to remove or update all of the credentials of a group of entries. This option can be found in the entry context menu and in the Edit ribbon.


Change Saved Credential
Reset All Saved Credentials
Reset All Saved Passwords
Edit Sessions (Local Machine Specific Settings)
Edit Sessions (Security Group)

Batch edit context menus

You can also change:

- The username, the domain, and/or the stored password
- Some session-specific settings (e.g. the Remote Desktop settings)
- The assigned security group (if using an advanced data source)

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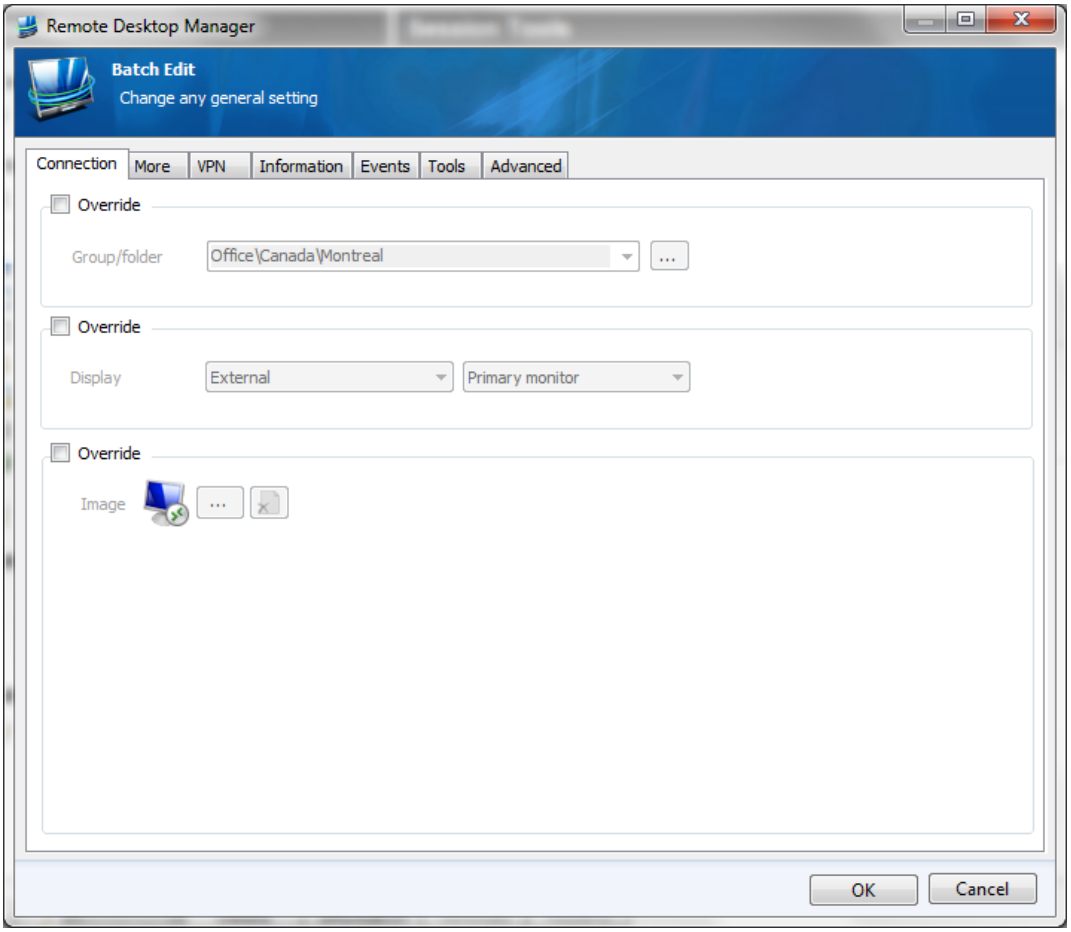
General Settings

Via **Batch Edit-> Edit Sessions (General Settings)** from the context menu, you can change common session settings. The session can be of any type, because a common set of options are shared among sessions. The following general settings can be changed:

- Group
- Display
- Image
- Description
- Keywords
- Information (changed globally)
- VPN
- Events
- Log
- Tools



Batch edit - general settings dialog

Credential Settings

You can change the configured credentials for multiple sessions in a batch. This is a good workaround for a feature not available in Password Vault Manager: inherited credentials. To change those values, use the context menu **Batch Edit-> Change Saved Credentials...**

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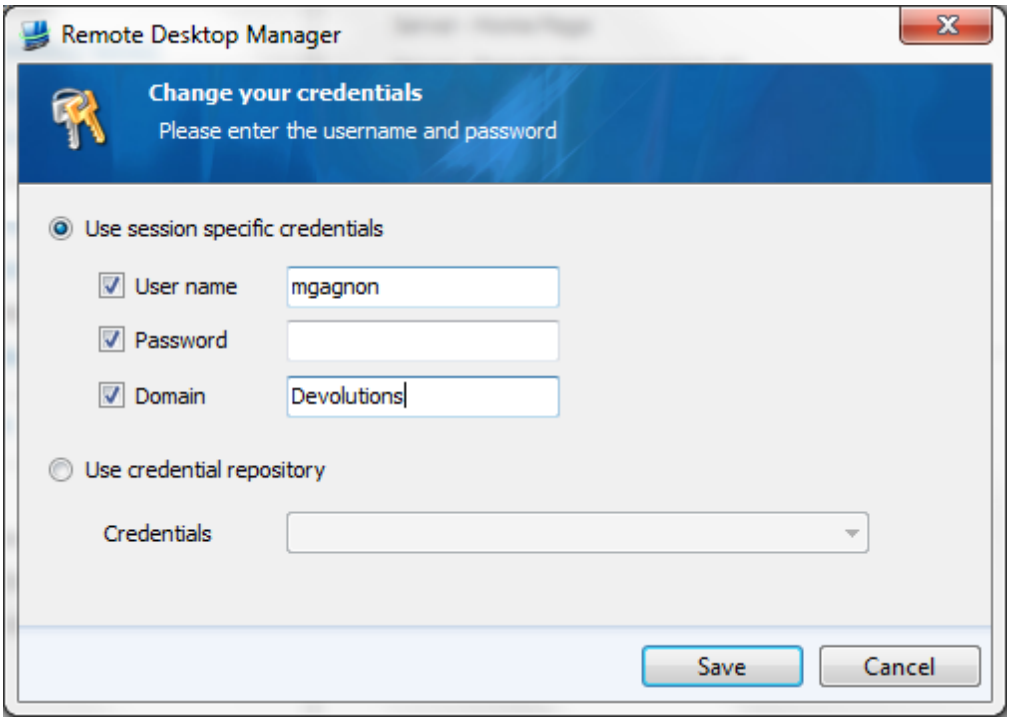

Batch edit - credential settings

Also, you can clear existing credentials (**Batch Edit-> Reset All Saved Credentials...**) or passwords (**Batch Edit-> Reset All Saved Password...**).

Session Type Specific Settings

Some settings are specific to the selected type of session. To change these values, use the context menu **Batch Edit-> Edit Sessions (Session Type Settings)...**

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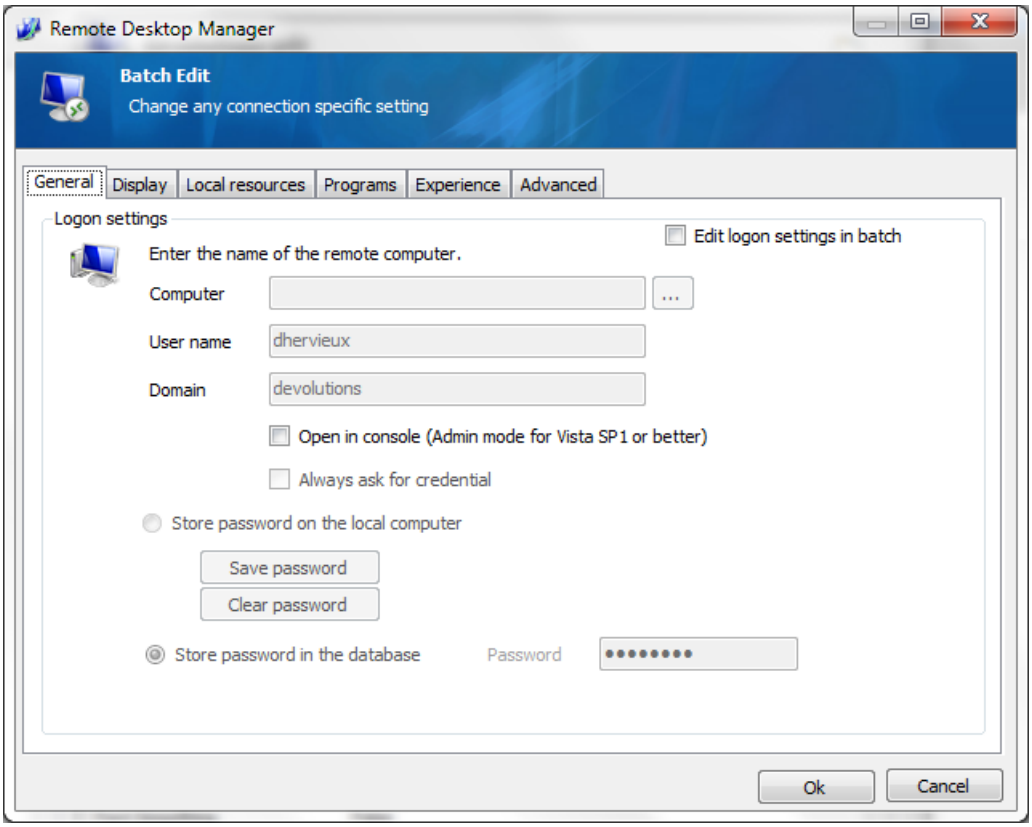

Batch edit - RDP session type settings

User-specific Settings

User-specific settings can be modified in a batch if they're supported by the type of session. To change user-specific sessions go to **Batch Edit-> Edit Sessions (User Settings)...**

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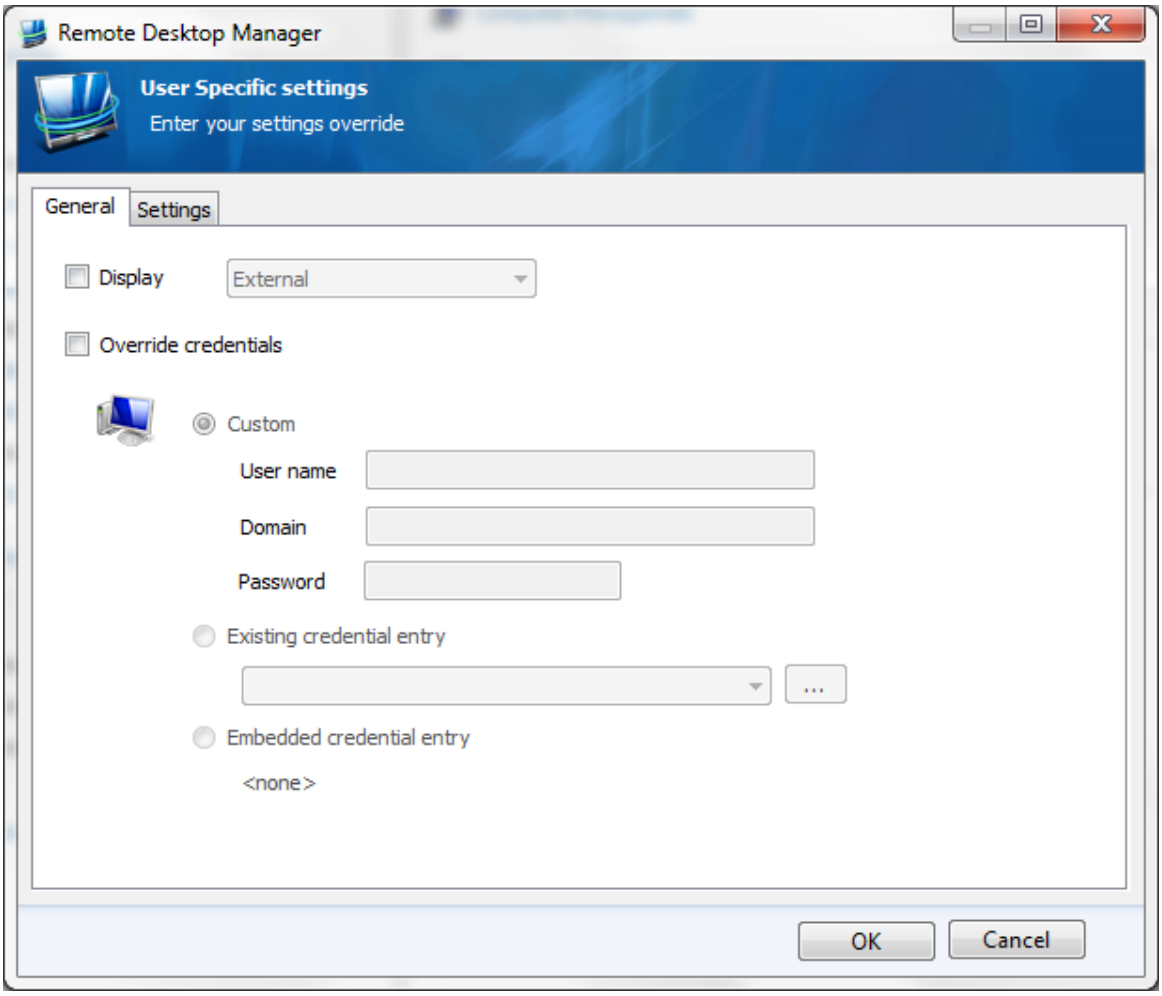

Batch edit - user specific settings

Security Group

To apply a new security group to multiple sessions, use the menu **Batch Edit-> Edit Sessions (Security Group)...**

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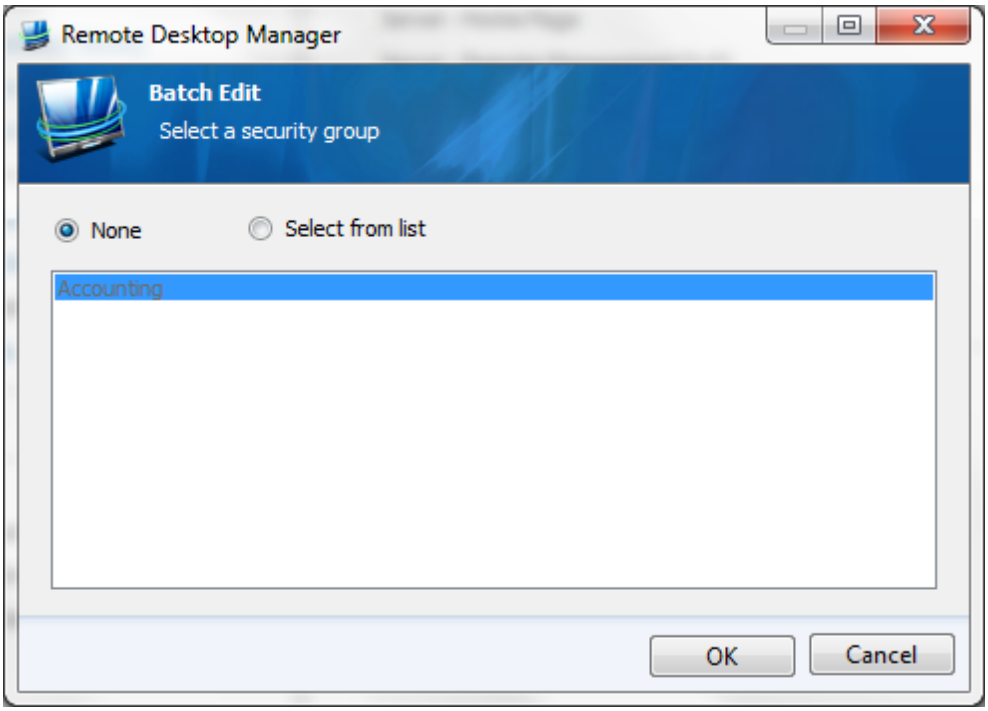

Batch edit - security group

5.3.2 Shortcut/Linked Entries

Description

There are a many scenarios where it makes sense for an entry to appear more than once in the UI. For example, you might want to:

- assign different access to the folder
- create a favorite folder with everything centralized
- reuse a document for different scenario.

Two shortcuts selected

Creating shortcuts is simplified by saving the entry once in the database, while linking it to more than one group. So when the application loads the data, it automatically creates a link to the original entry.

Creating a Shortcut: Option 1

One way to create a shortcut is by using the menu **Edit->Create Shortcut...** or with the ribbon button

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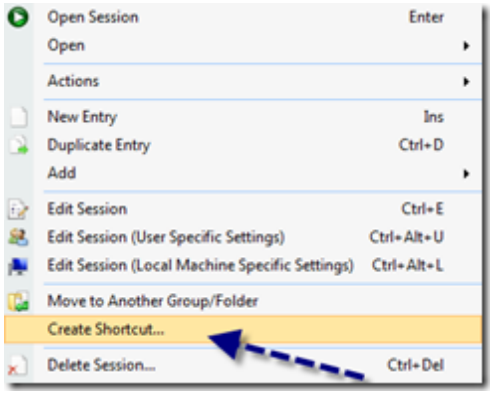
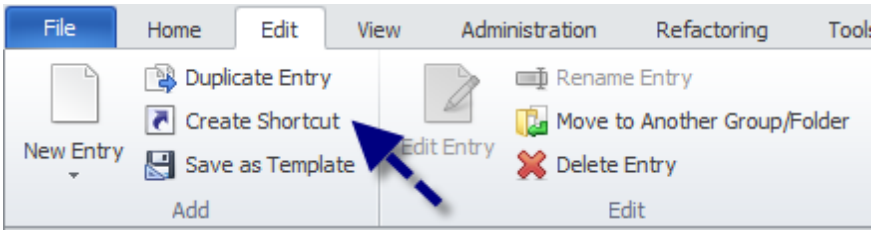




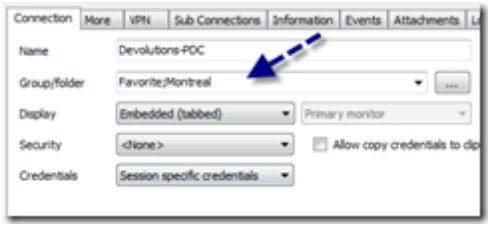
Context menu **Ribbon button**

Simply choose the destination folder for the shortcut. The application will automatically refresh and display the new shortcut in the list.

> There is no visual difference between the shortcut and the original entry. Therefore, you'll need to delete all entries to completely remove them.

Creating a Shortcut: Option 2

A second way to create a shortcut is via the session properties. Since the shortcut is based on a group list, simply add a session in multiple groups by setting two or more destinations, which are separated by ";". You can also use the browse button (…) and select more than one group by holding the Ctrl key while clicking on the tree node.



5.3.3 Local/User Specific Settings

Description

Allow for session setting override for a user or local machine. Several settings can be overridden, such as user name, password, and the default application.

User Specific Settings

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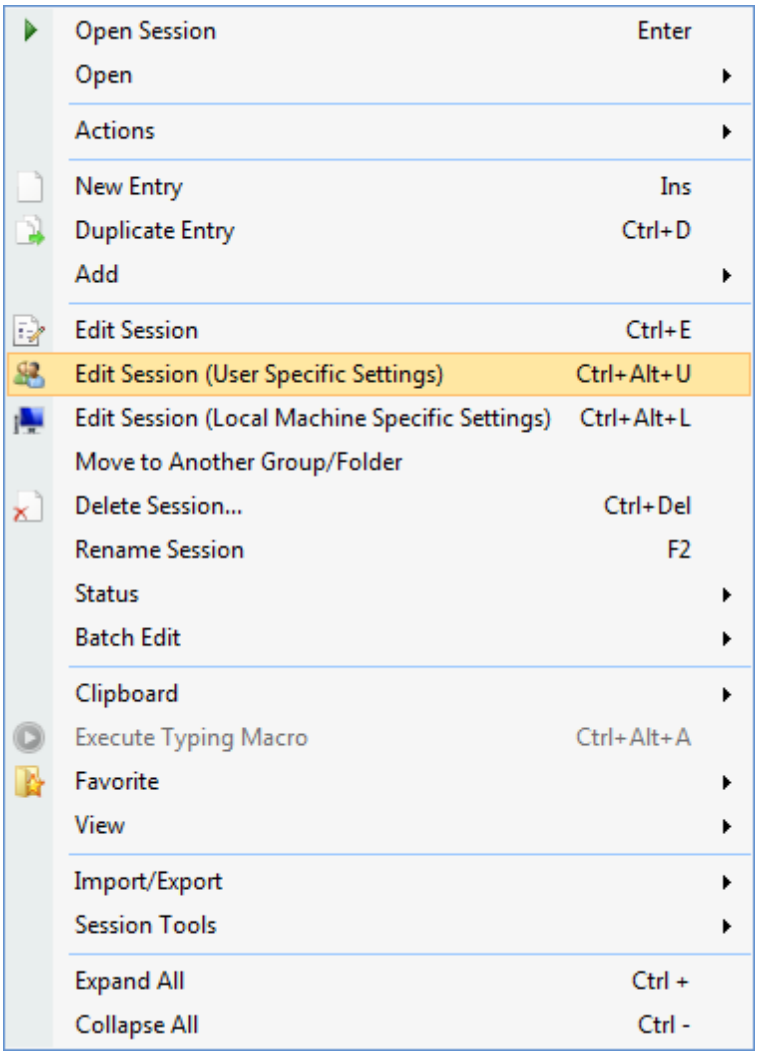
Override default session settings with values specific to you at the opening of the session.

Local Machine Specific Settings

Override the default session settings with values specific to this local machine at the opening of the session.

This feature is only available when using an Advanced Data Source.



User Specific Settings menu

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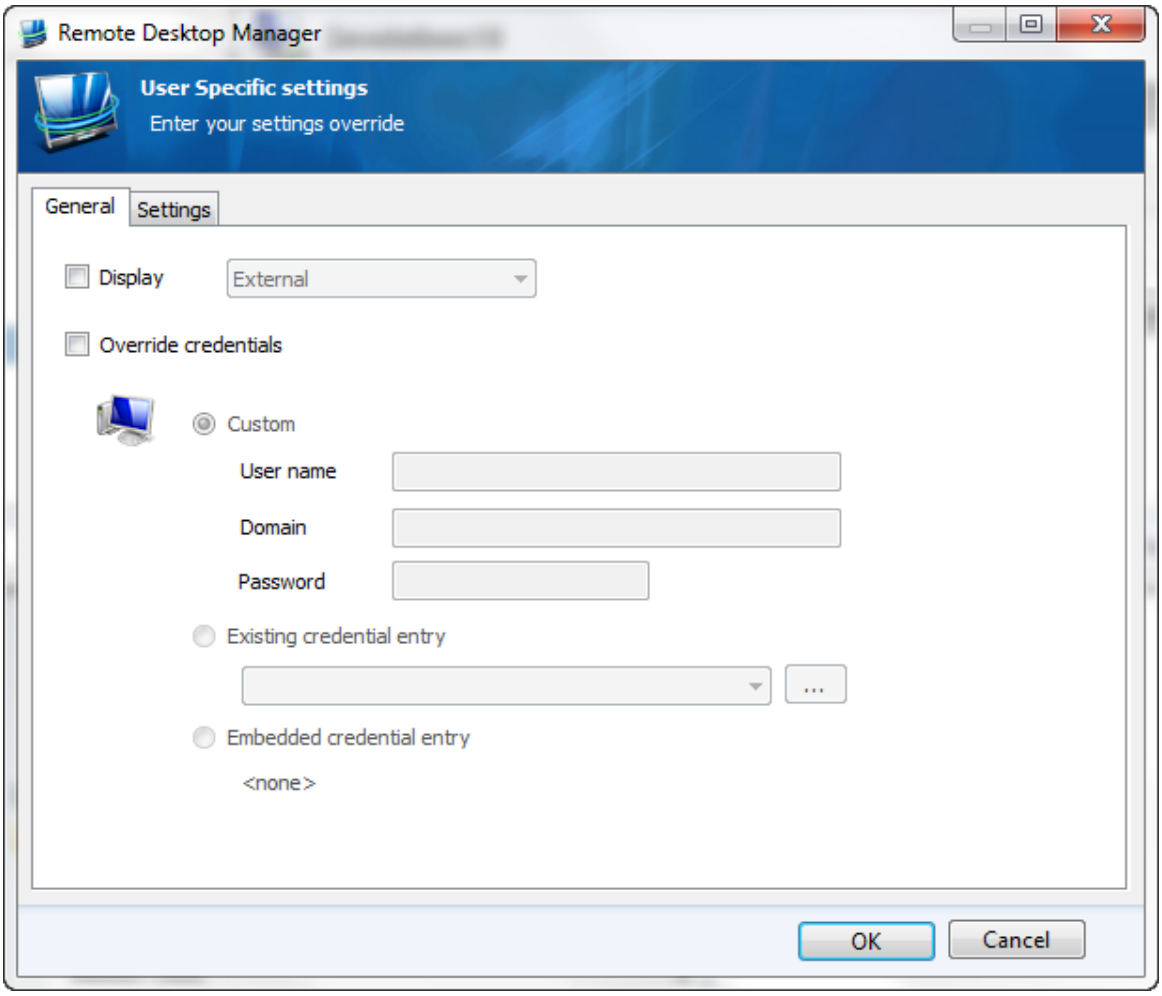

Available settings

5.3.4 Settings

5.3.4.1 General

5.3.4.1.1 Display Mode

Description

Password Vault Manager allows control on how the entry itself is displayed and on how the URL defined in the entry is viewed

Entry View Mode

You can view the entry details in its own form, or embedded in Password Vault Manager.

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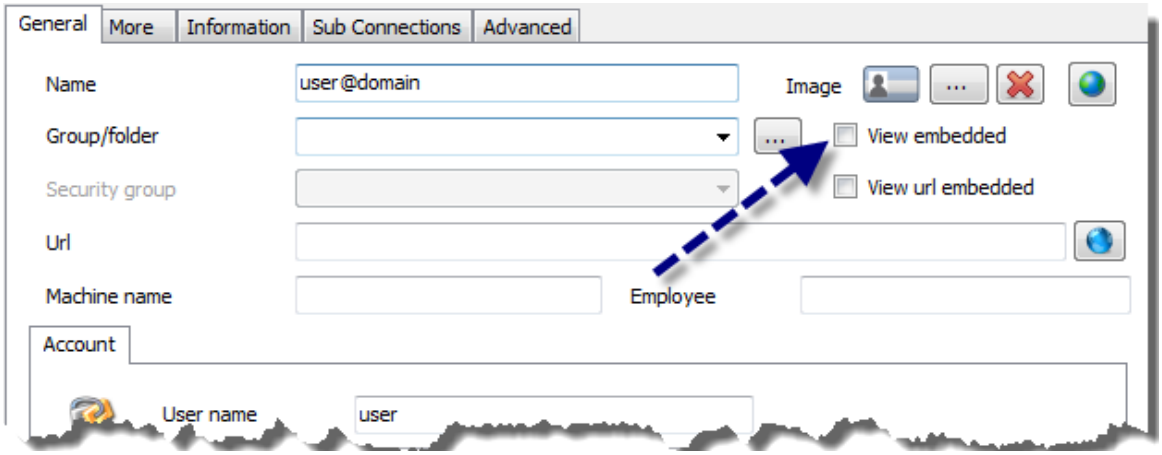
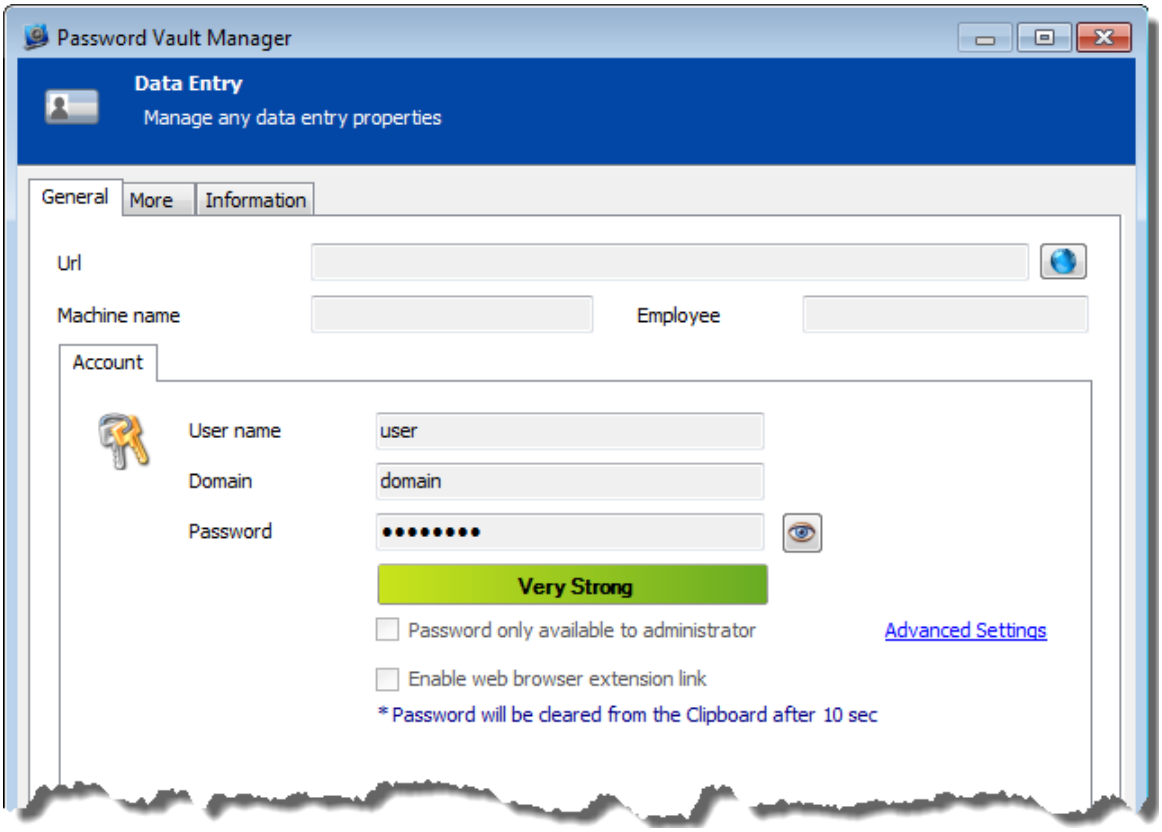


Entry view mode

By default the setting is off, which will display the entry in its own form as can be seen here



Entry view mode - form

Enabling the "View embedded" check box will embed the view within Password Vault Manager

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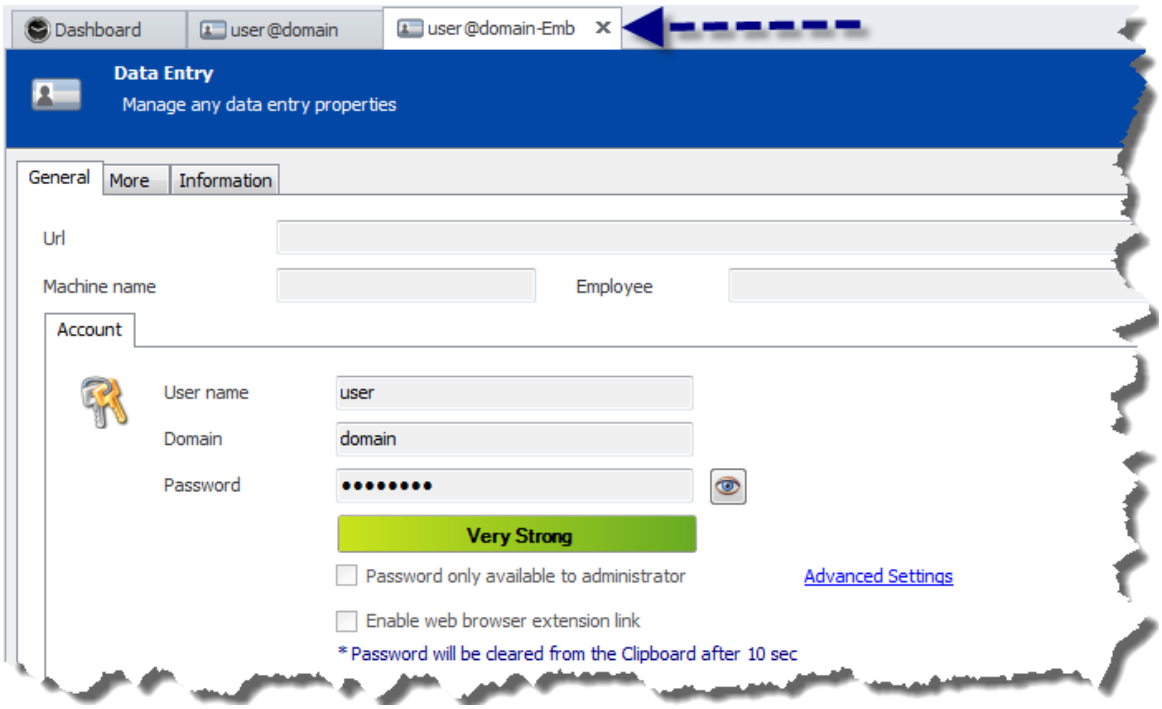

Entry view mode - embedded

URL View Mode

You can view the URL in your default browser or in an embedded tab.

External browser mode

Selecting the "View URL" command will launch your default browser for the defined URL.

Embedded/Tabbed Mode

An embedded entry is displayed within the confines of the Password Vault Manager window, and displays tabs at the top of the window. This mode centralizes the opened entries inside the application window, which makes it easy to switch from one to another.

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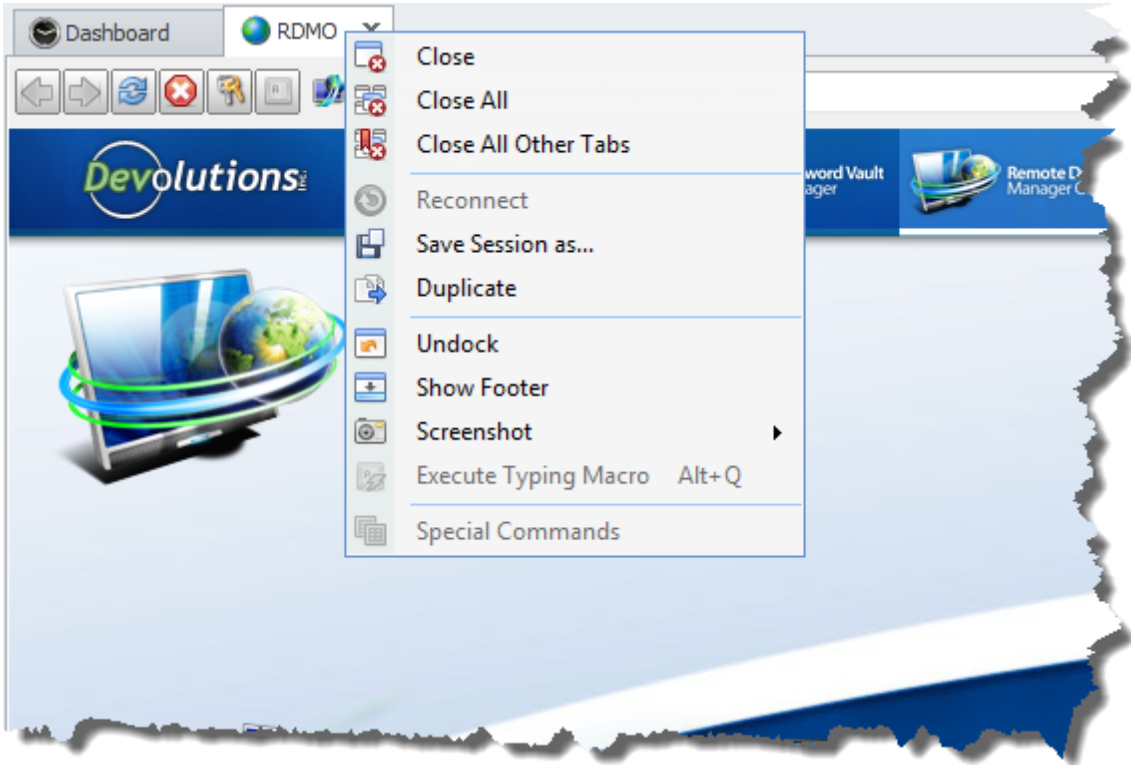

URL View mode - embedded

There are several entry-specific actions available by right clicking (Context Menu) on the title of the tab.

You can also show the entry footer (description, information, log, attachment, details, etc.) at the bottom of the screen, and capture a screenshot of the content.

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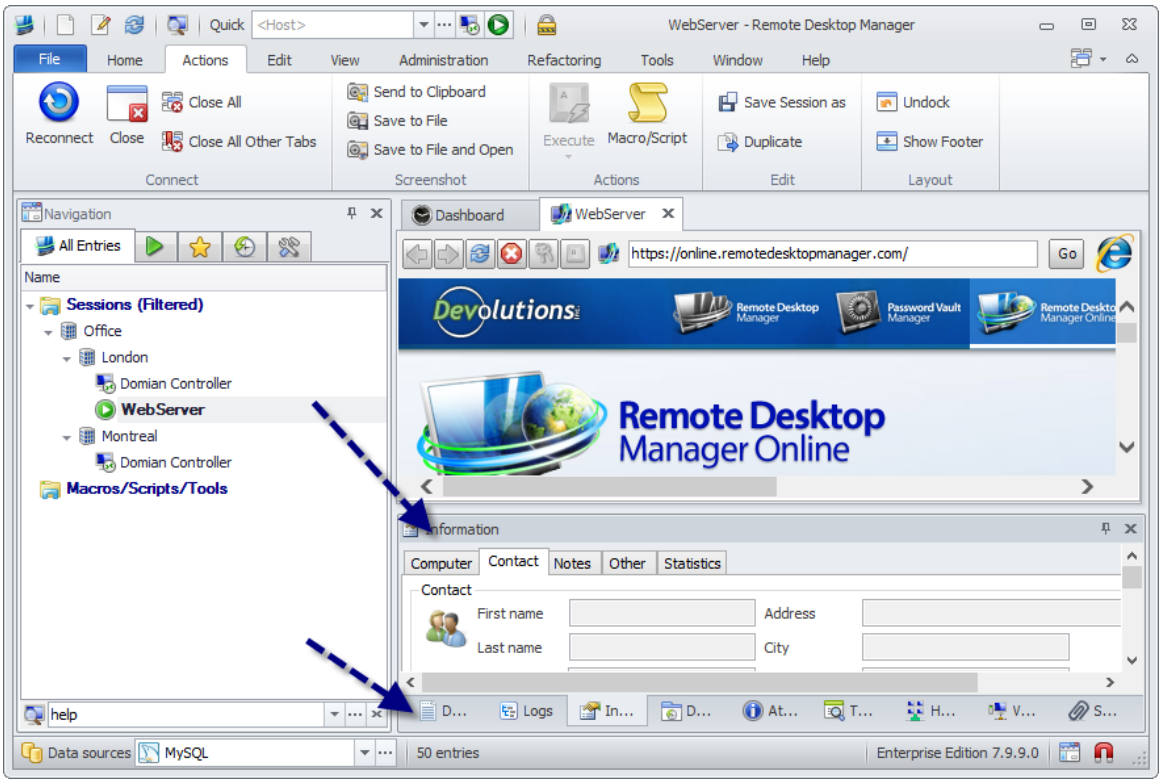

Embedded session with the footer visible

Embedded/Tabbed Mode - Undocked

While the embedded mode is useful in some cases, you may prefer to move the content in an external window. If so, this can be easily done using the context menu. Password Vault Manager will create a new window to contain the tabbed session, and will allow you to move it anywhere else (i.e. on another screen).

To dock the content back to its original place, use the context menu by right clicking on the window icon.

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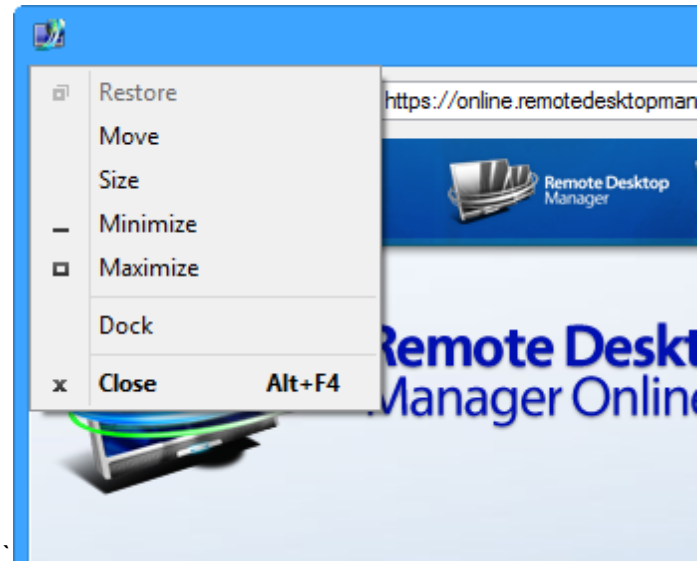
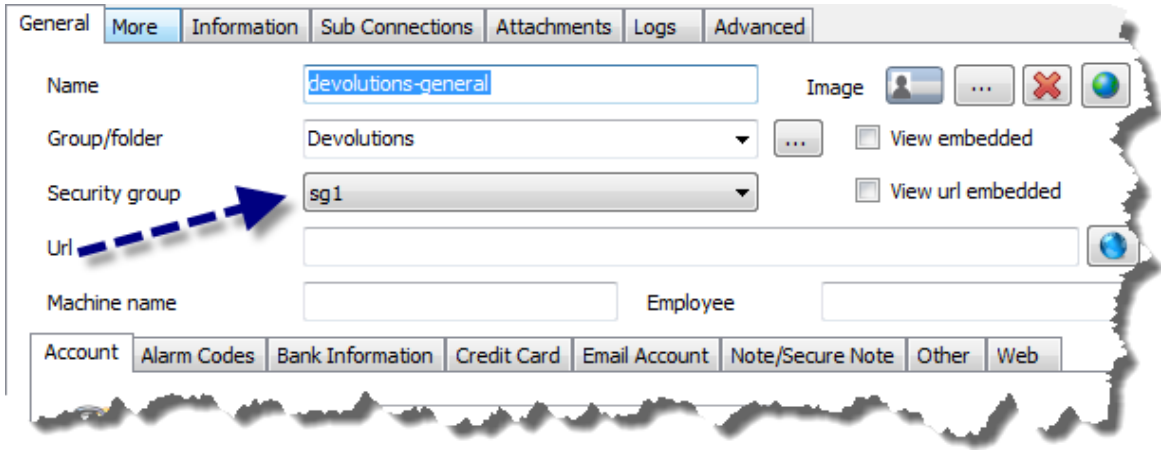


Undocked session window context menu

5.3.4.1.2 Security

Description

Assign a security group to the current entry.



Security group

5.3.4.1.3 URL

Description

The Url property is helpful because a great number of credentials managed by Password Vault Manager are for online services.

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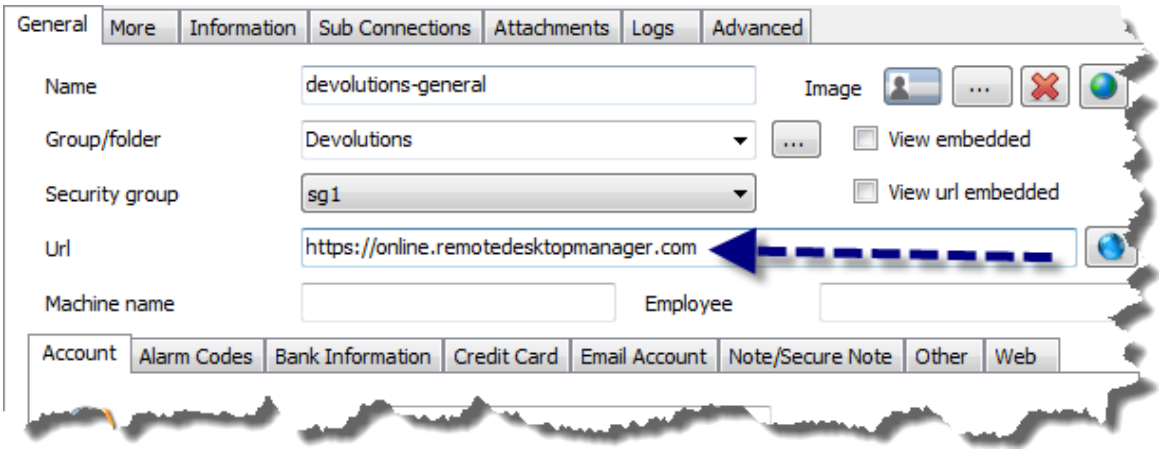


URL Property

Using the Open URL command, either from the ribbon or from the right-click menu, will open a web browser for the specified URL.

5.3.4.2 More

5.3.4.2.1 Description

Description

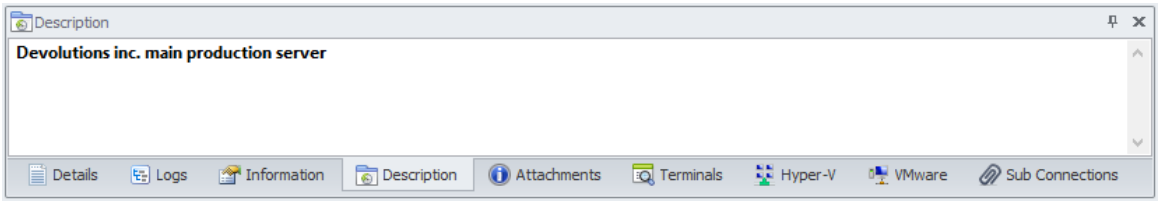
Password Vault Manager supports three description types:

- Plain text description
- Note
- External URL description

The description is displayed in **bold** on the dashboard

Plain Text Description (Basic)

This is the most basic description, and is simply a text without formatting.



Plain text description

Note

The RTF (Rich Text Format) description offers more formatting options, and allows you to change:

- Text color
- Font size
- Font style
- Text alignment

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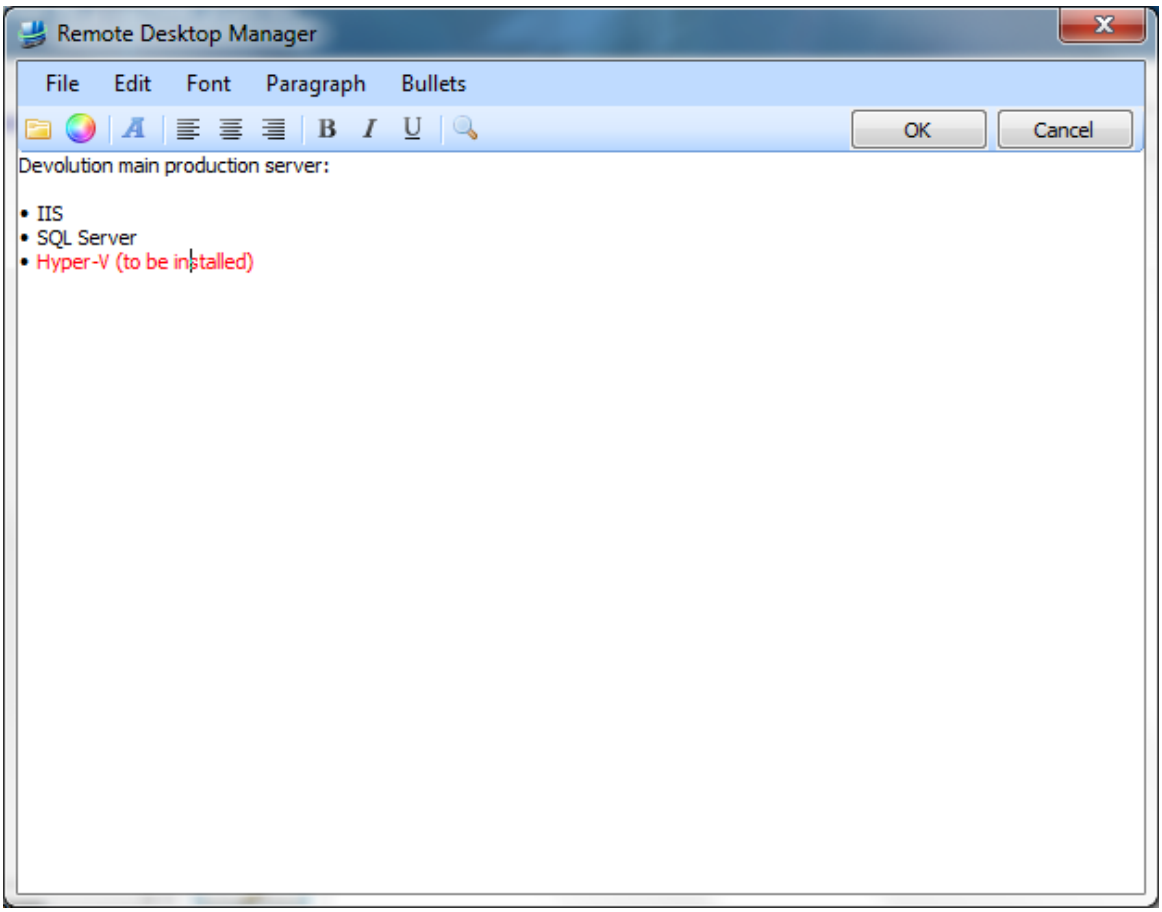
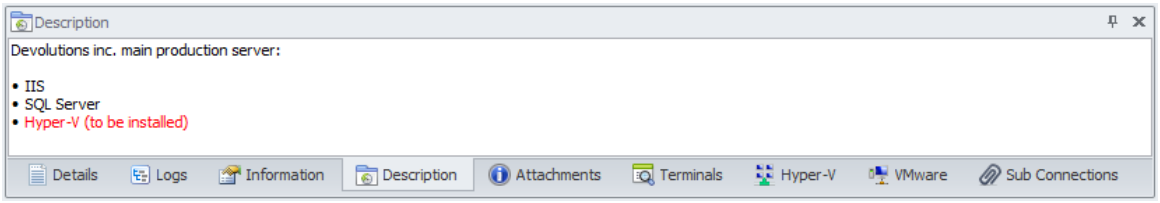
You can also create lists (numbered and bullets).



RTF description editor

Password Vault Manager will display the description exactly the way it was formatted in the editor.

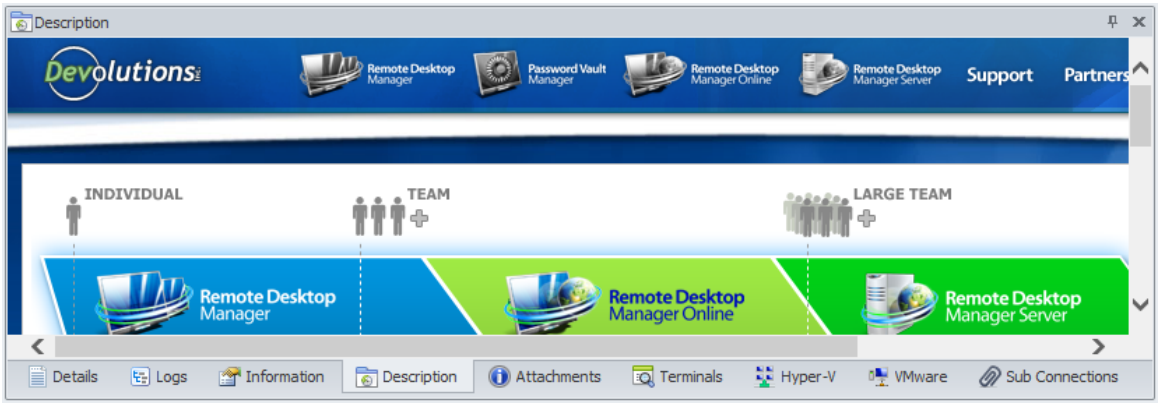


RTF text description

External URL Description

The description may also be a link to a website (e.g. on a server in the Intranet). By using session variables ($SESSION_ID$, $SESSION_NAME$, etc.), the website can be generated on-the-fly as an HTML page, and its URL returned. This lets you integrate an external system or a custom application.

© 2014 Devolutions inc.

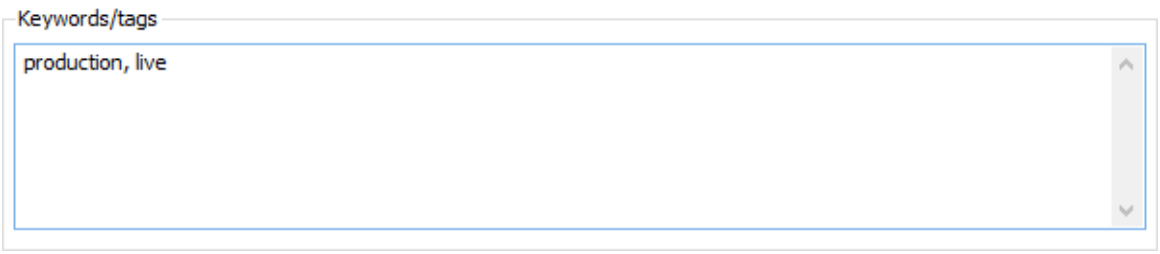


External URL description

5.3.4.2.2 Keywords/Tags

Description

Add keywords or tags to allow searching.



Keywords/tags

Searching

Keywords searching must be enabled.

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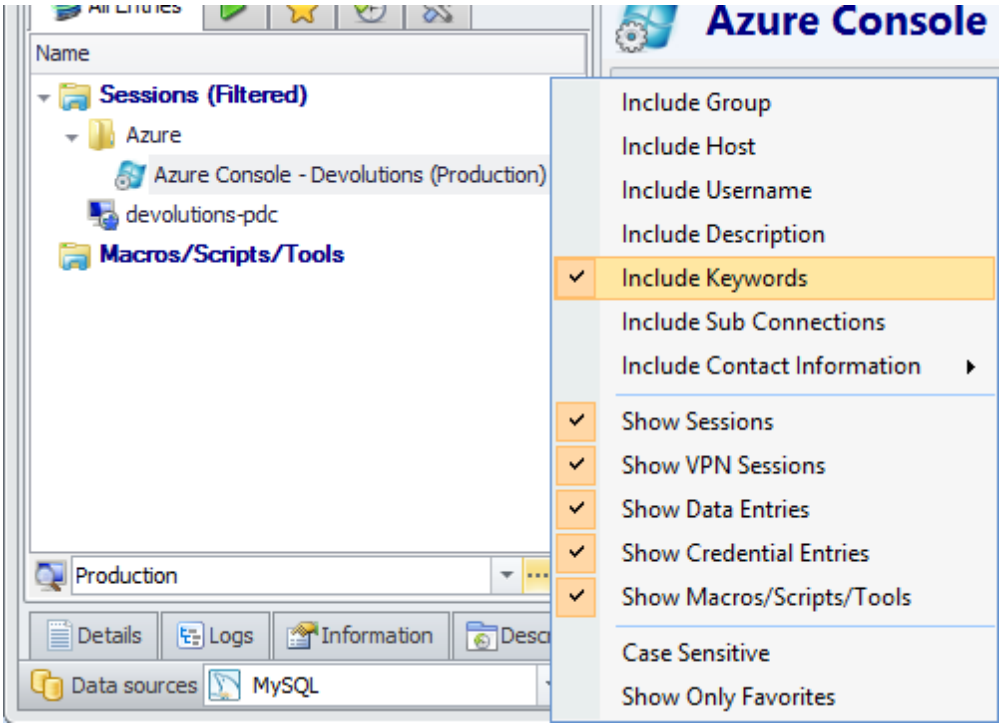
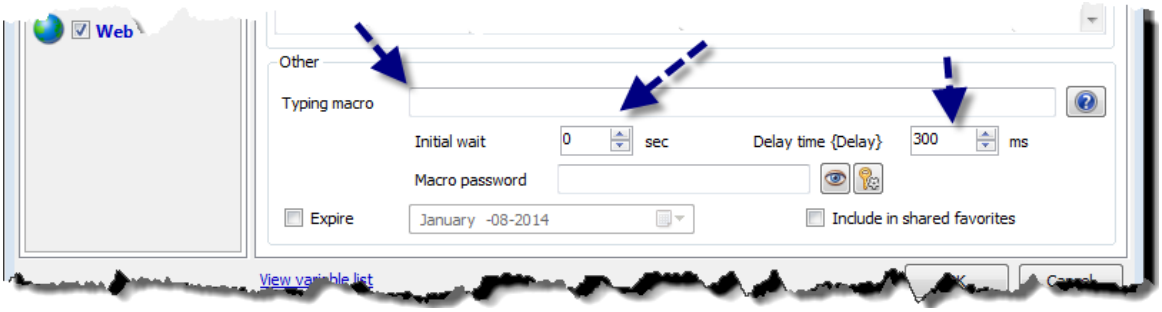


Enable keyword search

5.3.4.2.3 Typing macro

Description

The Typing Macro allows that you can launch manually a keyboard macro once a session has been established.



Auto typing macro

Typing Macro

Each key is represented by one or more characters. To specify a single keyboard character, use the character itself. For example, to represent the letter A, pass in the string "A" to the method. To represent more than one character, append each additional character to the one preceding it. To represent the letters A, B, and C, specify the parameter as "ABC".

The initial wait setting allows you to launch the macro and then switch the focus to whatever window you'd like to run the macro in.

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Special keys

To specify characters that aren't displayed when you press a key, such as ENTER or TAB, and keys that represent actions rather than characters, use the codes in the following table.

Key	Code
BACKSPACE	{BACKSPACE}, {BS}, or {BKSP}
BREAK	{BREAK}
CAPS LOCK	{CAPSLOCK}
DEL or DELETE	{DELETE} or {DEL}
DOWN ARROW	{DOWN}
END	{END}
ENTER	{ENTER}
ESC	{ESC}
HELP	{HELP}
HOME	{HOME}
INS or INSERT	{INSERT} or {INS}
LEFT ARROW	{LEFT}
NUM LOCK	{NUMLOCK}
PAGE DOWN	{PGDN}
PAGE UP	{PGUP}
PRINT SCREEN	{PRTSC}
RIGHT ARROW	{RIGHT}
SCROLL LOCK	{SCROLLLOCK}
TAB	{TAB}
UP ARROW	{UP}
F1	{F1}
F2	{F2}
F3	{F3}
F4	{F4}
F5	{F5}
F6	{F6}
F7	{F7}
F8	{F8}
F9	{F9}
F10	{F10}
F11	{F11}

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F12	{F12}
F13	{F13}
F14	{F14}
F15	{F15}
F16	{F16}
Keypad add	{ADD}
Keypad subtract	{SUBTRACT}
Keypad multiply	{MULTIPLY}
Keypad divide	{DIVIDE}

To specify keys combined with any combination of the SHIFT, CTRL, and ALT keys, precede the key code with one or more of the following codes.

Key	Code
SHIFT	+
CTRL	^
ALT	%

To specify that any combination of SHIFT, CTRL, and ALT should be held down while several other keys are pressed, enclose the code for those keys in parentheses. For example, to specify to hold down SHIFT while E and C are pressed, use "+(EC)". To specify to hold down SHIFT while E is pressed, followed by C without SHIFT, use "+EC".

Special commands

Commands	Description
{DELAY}	This command introduces a small delay of 300 ms (default value) before the next command.
{WINDOW:???}	This command focus a window containing the specified name after the semi colon.
{PREV-WINDOW}	Select the previous window before executing the remaining commands.

Macro Password

You can define a password that is to be used within the typing macro exclusively. Use the variable **$MACRO_PASSWORD$** to access the password.

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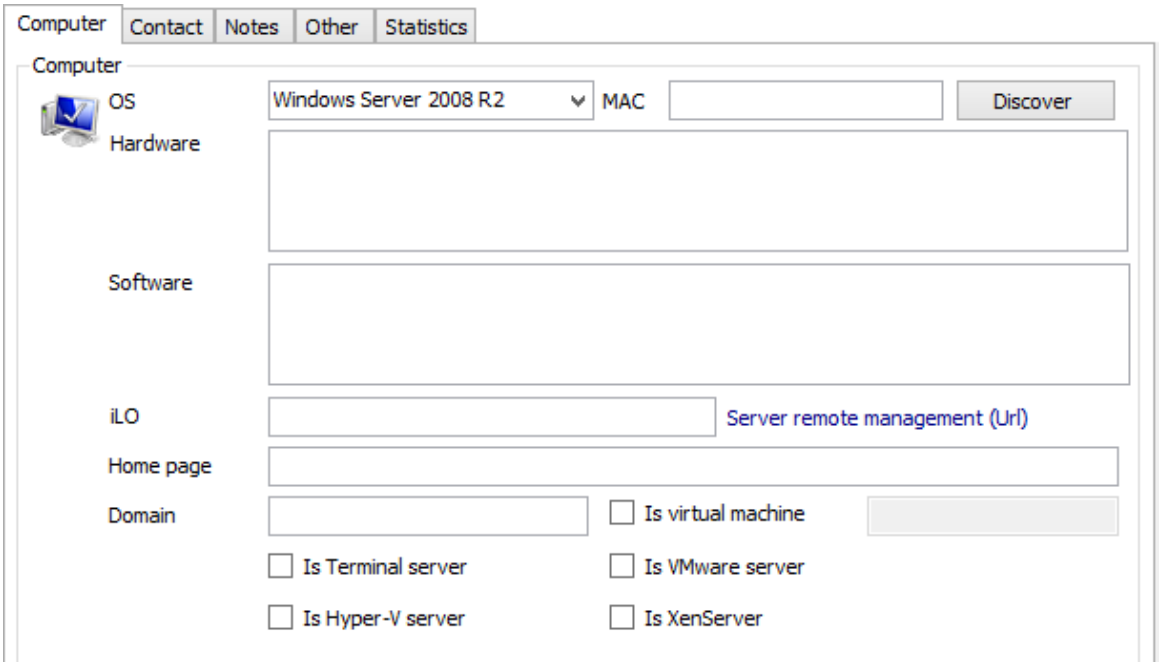
5.3.4.3 Information

5.3.4.3.1 Computer

Description

The computer tab allows you to specify computer specific information such as operating system & MAC address. In Password Vault Manager this is only informational.



Computer tab

5.3.4.3.2 Contact

Description

The contact tab allows you to enter contact information for a given session. Very useful when you are managing third party servers.

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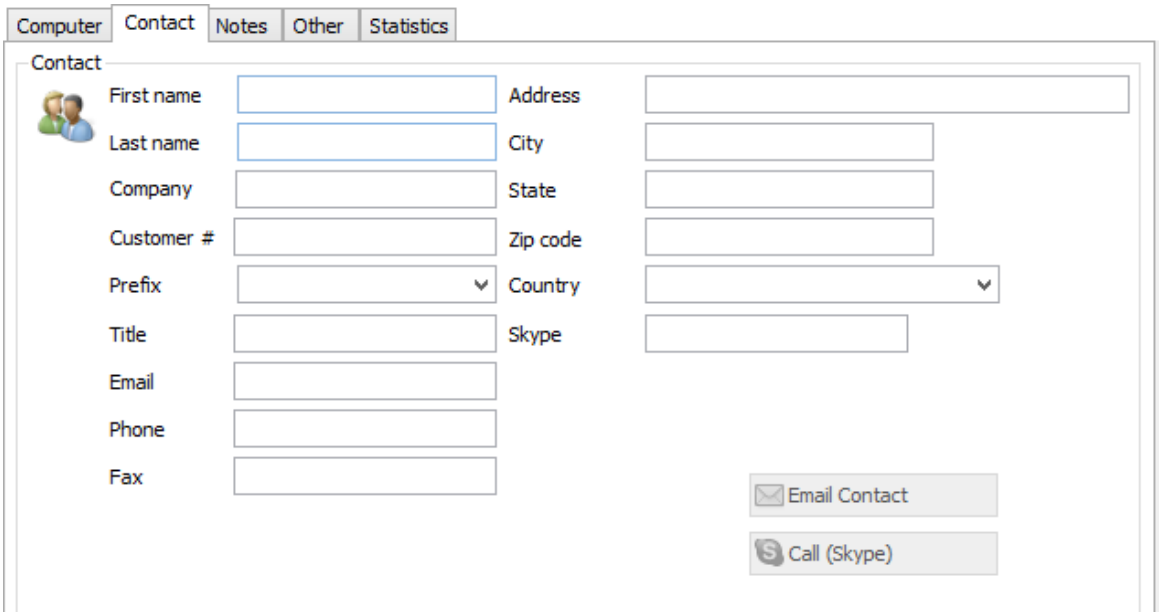

Contact tab

Settings

Enter the information as needed.

Email contact

If the email field is filled out, the Email Contact button will be enabled. This will initiate a new email to the contact.

Call (Skype)

If the Skype field is filled out, the Call (Skype) button will be enabled. This will launch Skype and attempt to establish a connection to the identifier you've entered.

Searching

Most information on this tab can enabled for searching. Please refer to Search/Filter

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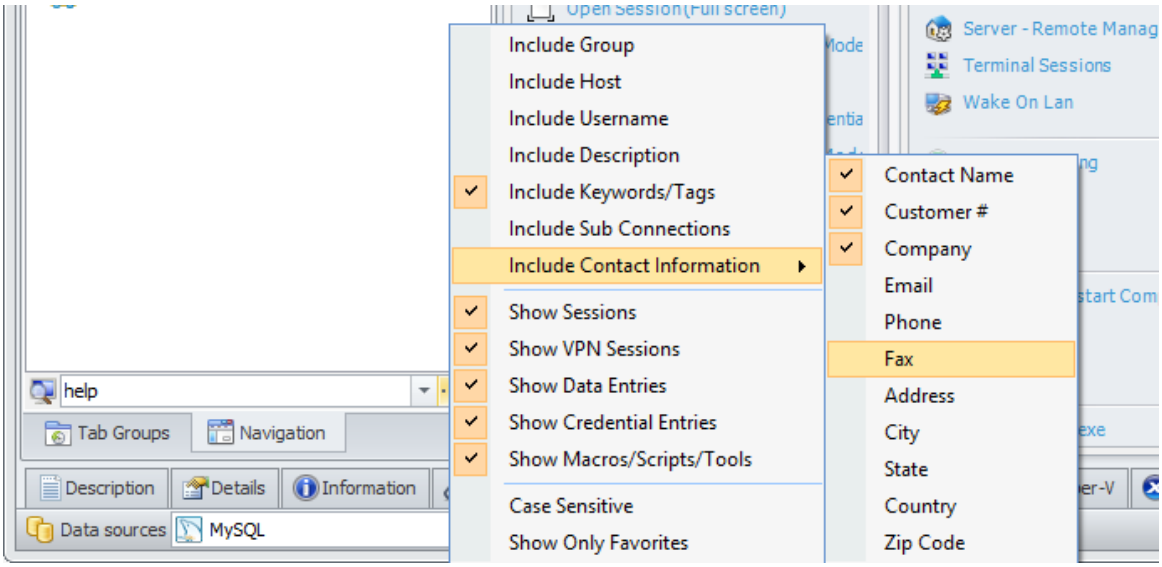

Search options menu, click on ... button.

5.3.4.3.3 Custom Fields

Description

Custom fields allow for defining custom properties and values that can then be access via variables ($CUSTOM_FIELD1$, $CUSTOM_FIELD2$, etc.) in child connections or Macros/Scripts/Tools.

Custom field 1, 2 & 3 can be encrypted for enhanced security. When used with an advanced data source users must have reveal password capabilities to be able to decrypt and view the value.

The current user must be an administrator or have reveal password privileges to see protected values.

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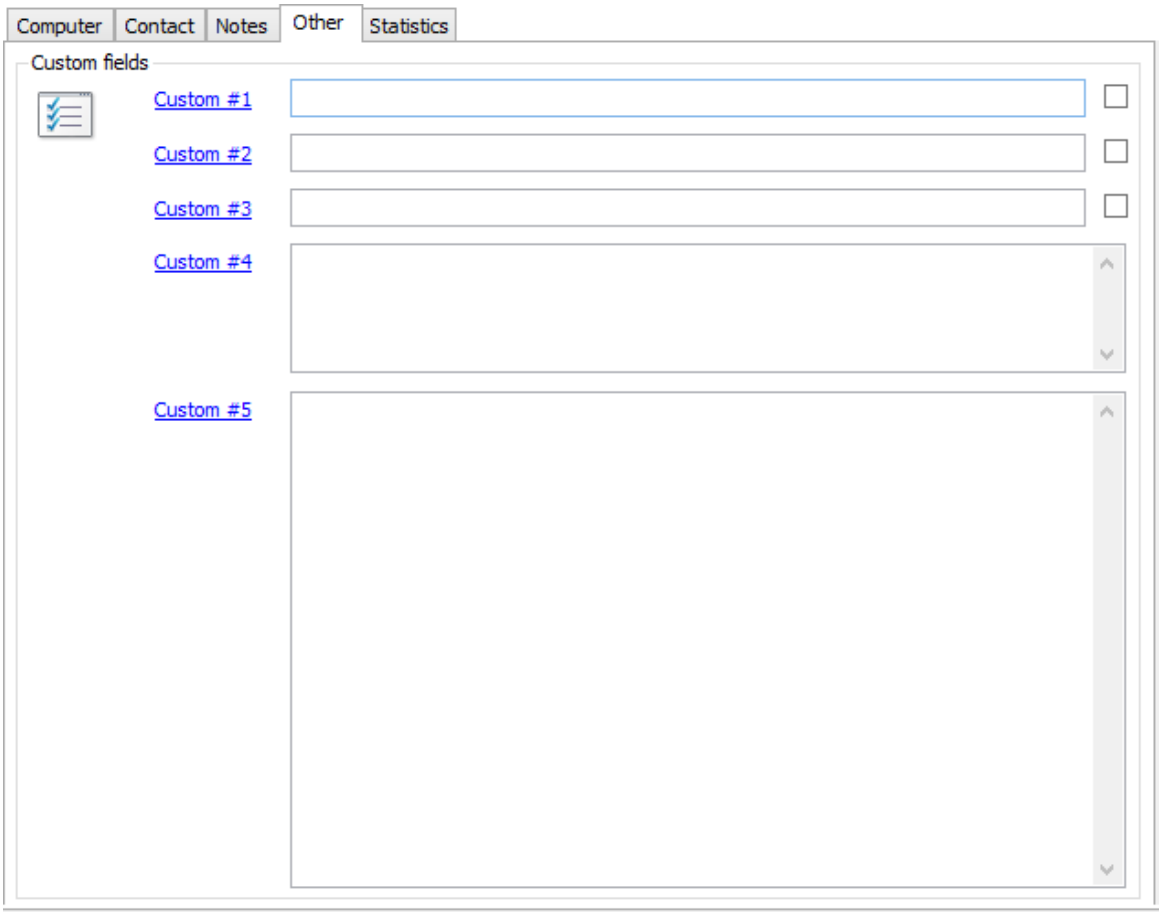

Other tab

Settings

The field can be renamed to your liking, just click on the hyperlink to display a dialog to enter a new name.

Encryption of Custom Fields 1,2 and 3 are controlled by these check boxes

Field encryption check boxes

5.3.4.3.4 Statistics

Description

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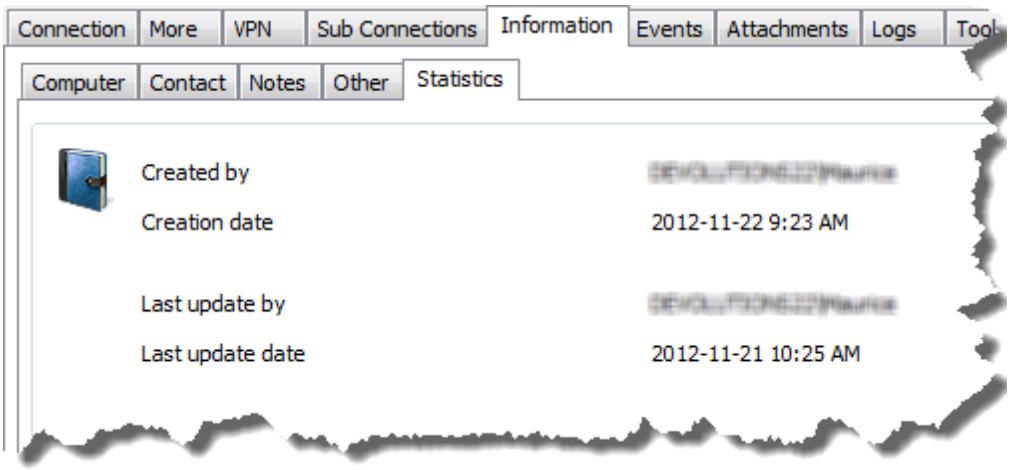
The statistics tab simply displays some information on the creation and last modification of the entry.



Statistics Tab

5.3.4.4 Sub Connections

5.3.4.4.1 Overview

Description

Sub connections are used to share properties between groups of entries (e.g. the URL). They're also used to regroup many entry types for a computer.

Sub connections are configured in the parent connection in the **Sub Connections** tab page. Use the predefined variables in the child session to get access to the parent settings. The most common usage is to reuse the host name and credentials from the parent within the sub connection.

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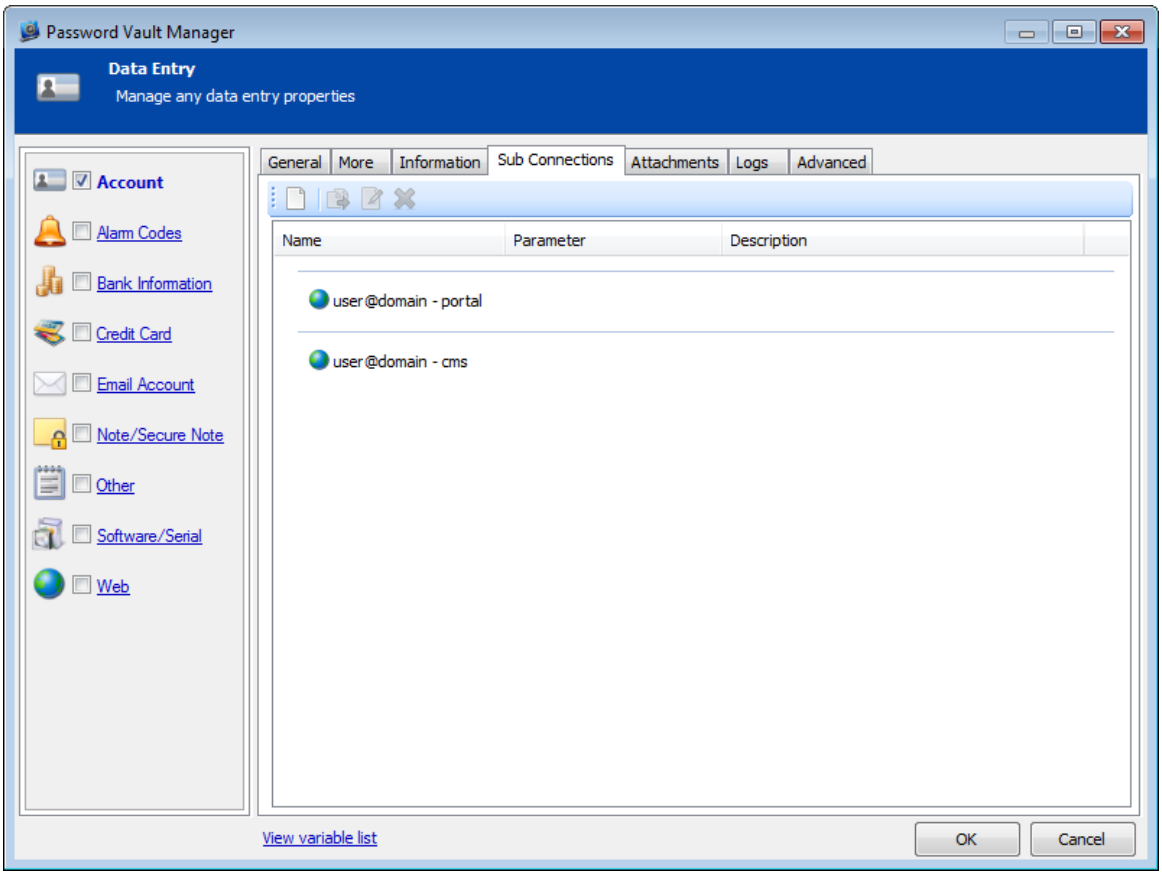

Sub connections tab page

Using variables

When in the context of a sub connection, the Variable list contains an extra tab entitled **Parent**

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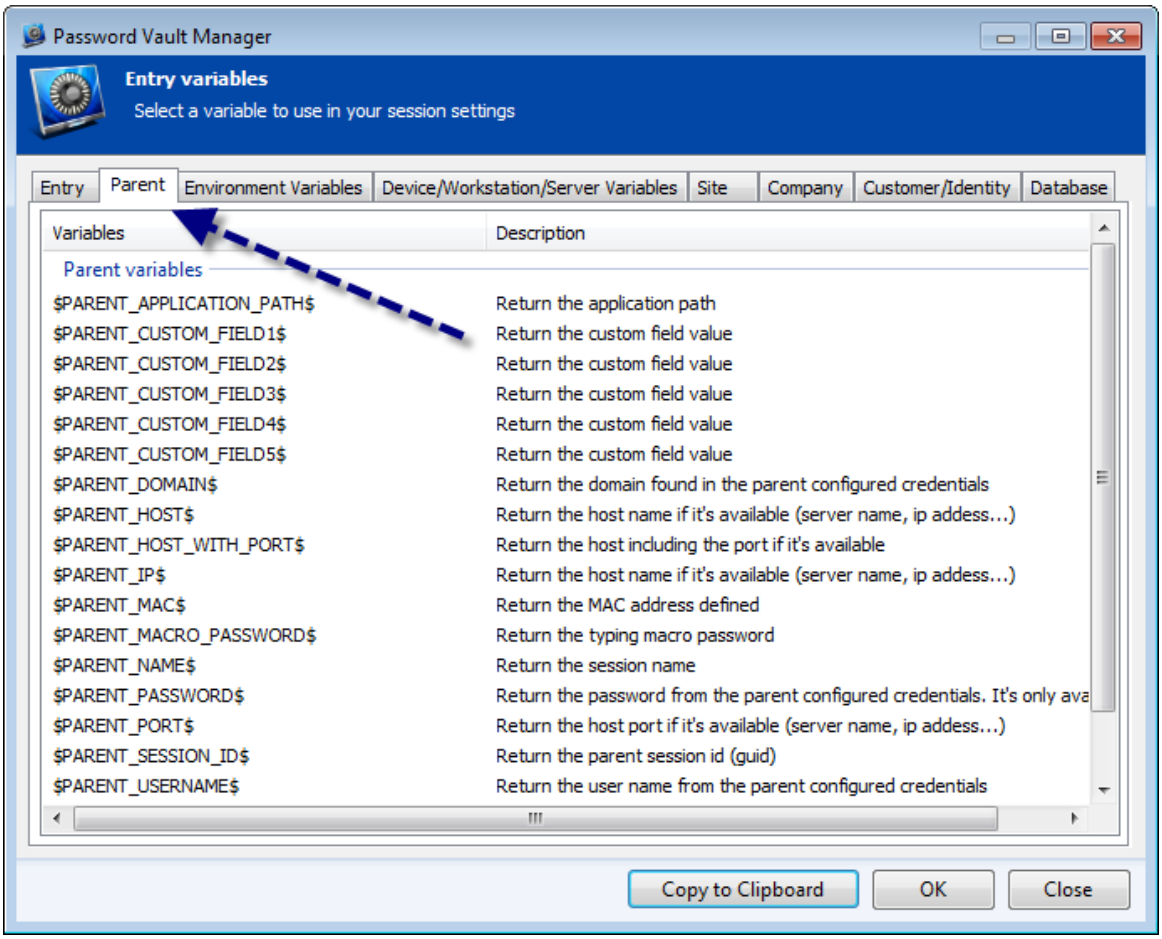

Entry variables - Parent tab

Setting the focus in a field and clicking on the **View Variable list** link will result in your chosen variable to be pasted in the field.

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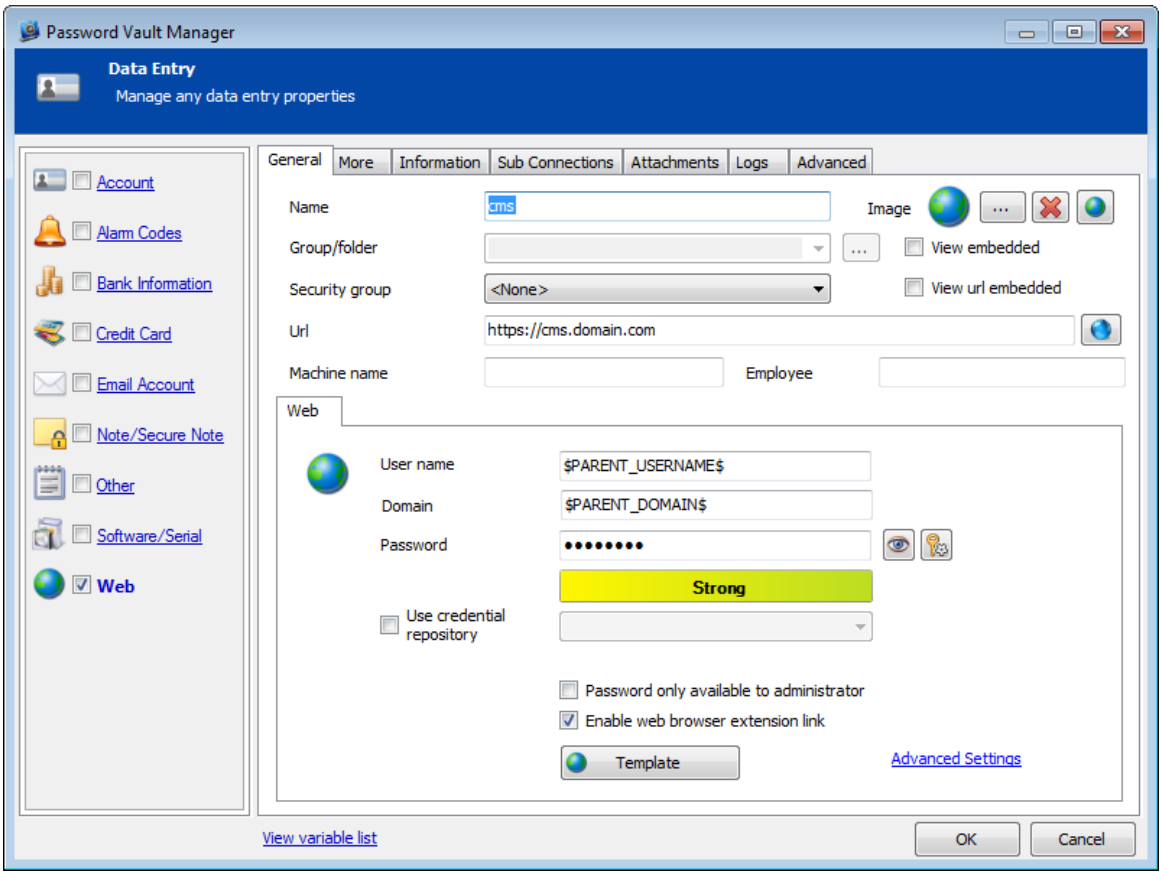
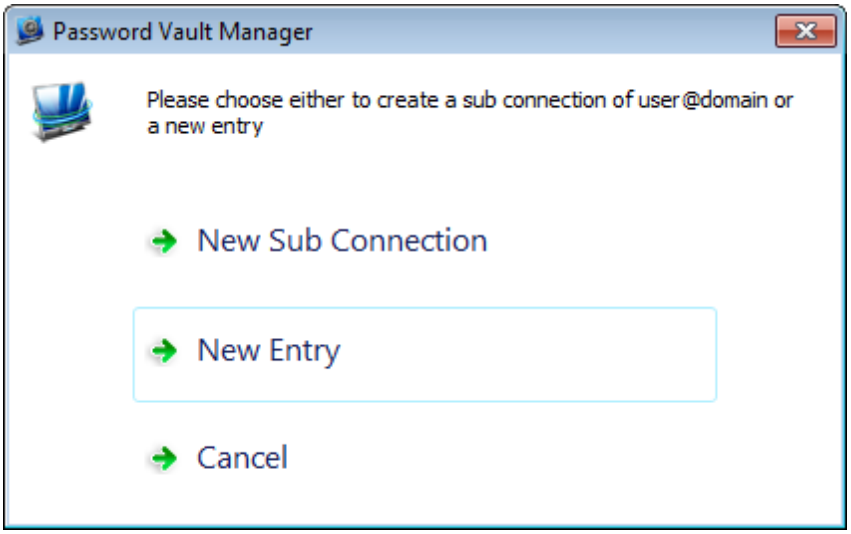


Commands to create sub connections

Sub connections can also be added/created by first selecting a parent connection then with a simple right-click **Add -> Add...** or **Edit -> New Entry**. You will be prompted with the following dialog:


Password Vault Manager
Please choose either to create a sub connection of user@domain or a new entry
New Sub Connection
New Entry
Cancel

New connection dialog.

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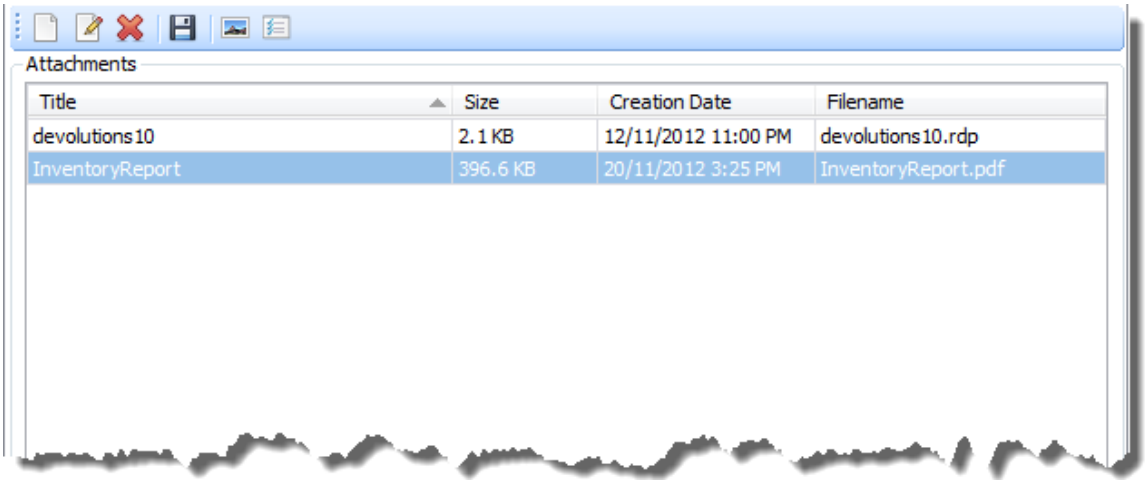
5.3.4.5 Attachments

5.3.4.5.1 Overview

Description

This feature requires an advanced data source such as MSSQL & MySQL. See Advanced Data Sources for more information.

Users you can add an attachments to sessions. The file is stored in the data source subsystem (database or the like).



Attachment list

The attachment can be any type and any size, depending on your bandwidth and data source limitations. You can also view a saved attachment from: the entry context menu, the entry properties, or directly from the dashboard.

5.3.4.6 Logs

5.3.4.6.1 Options

Description

This feature requires an advanced data source such as MSSQL & MySQL. See Advanced Data Sources for more information.

The Logs tab allows you to define comment requirements when a session opened/closed with the option to make comments required.

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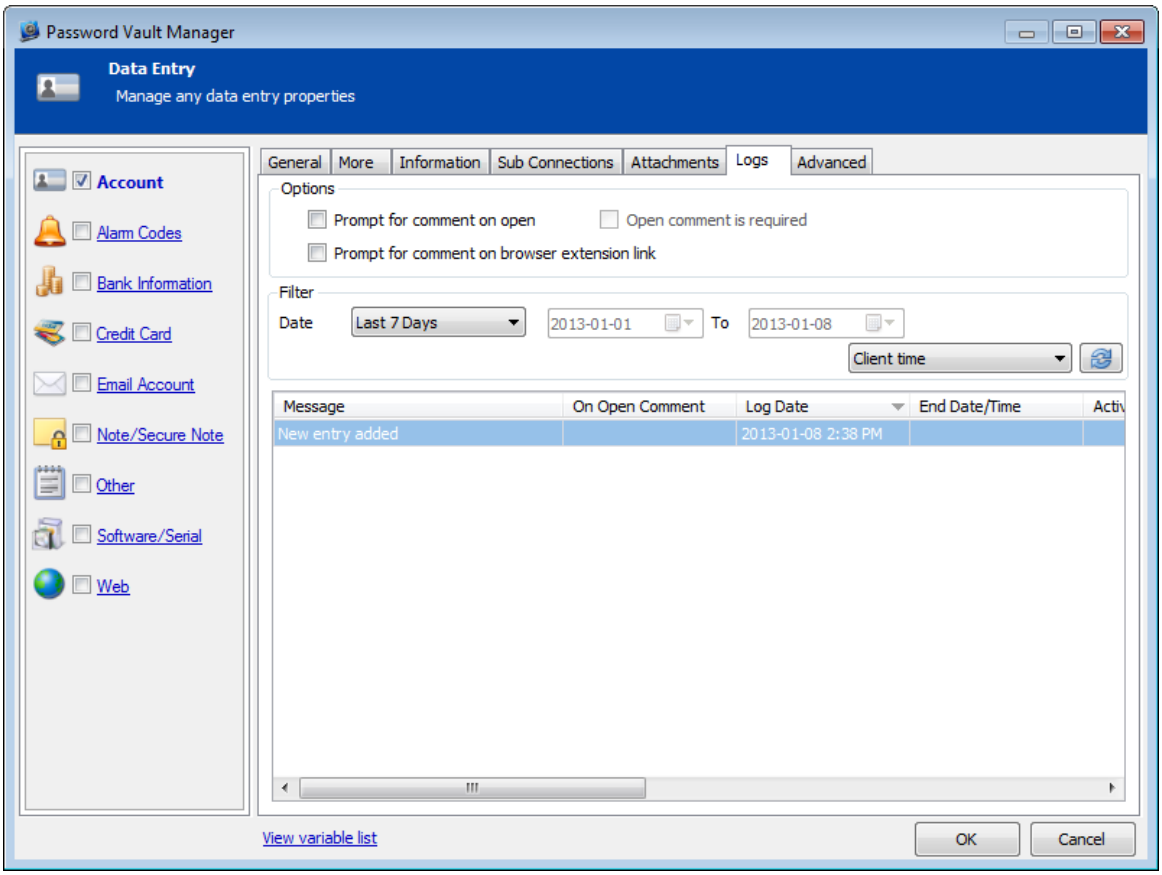


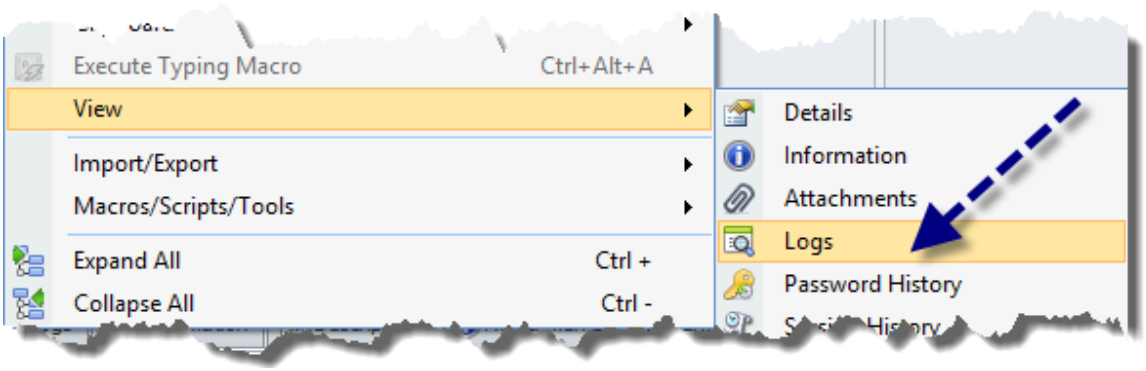
Logs tab

5.3.4.6.2 View Logs

Description

This feature requires an advanced data source such as MSSQL & MySQL. See Advanced Data Sources for more information.

Allows for viewing session activity logs. The log viewer displays information about session activity. Things like open session durations, open/close comments, user who performed the action & action time.



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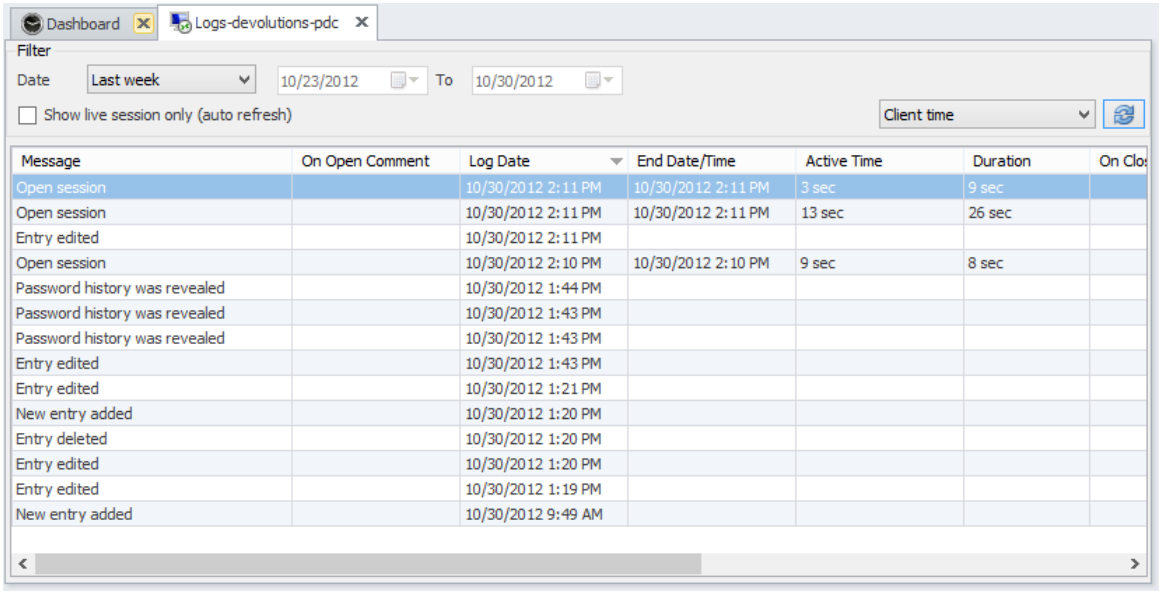
Right-click View -> Logs


Dashboard
Logs-devolutions-pdc
Filter
Date
Last week
10/23/2012
To
10/30/2012
Show live session only (auto refresh)
Client time
Message
On Open Comment
Log Date
End Date/Time
Active Time
Duration
Open session 10/30/2012 2:11 PM 10/30/2012 2:11 PM 3 sec 9 sec
Open session 10/30/2012 2:11 PM 10/30/2012 2:11 PM 13 sec 26 sec
Entry edited 10/30/2012 2:11 PM
Open session 10/30/2012 2:10 PM 10/30/2012 2:10 PM 9 sec 8 sec
Password history was revealed 10/30/2012 1:44 PM
Password history was revealed 10/30/2012 1:43 PM
Password history was revealed 10/30/2012 1:43 PM
Entry edited 10/30/2012 1:43 PM
Entry edited 10/30/2012 1:21 PM
New entry added 10/30/2012 1:20 PM
Entry deleted 10/30/2012 1:20 PM
Entry edited 10/30/2012 1:20 PM
Entry edited 10/30/2012 1:19 PM
New entry added 10/30/2012 9:49 AM

Log viewer

5.3.4.7 Advanced

5.3.4.7.1 Overview

Description

The advanced tab has some more advanced entry options.

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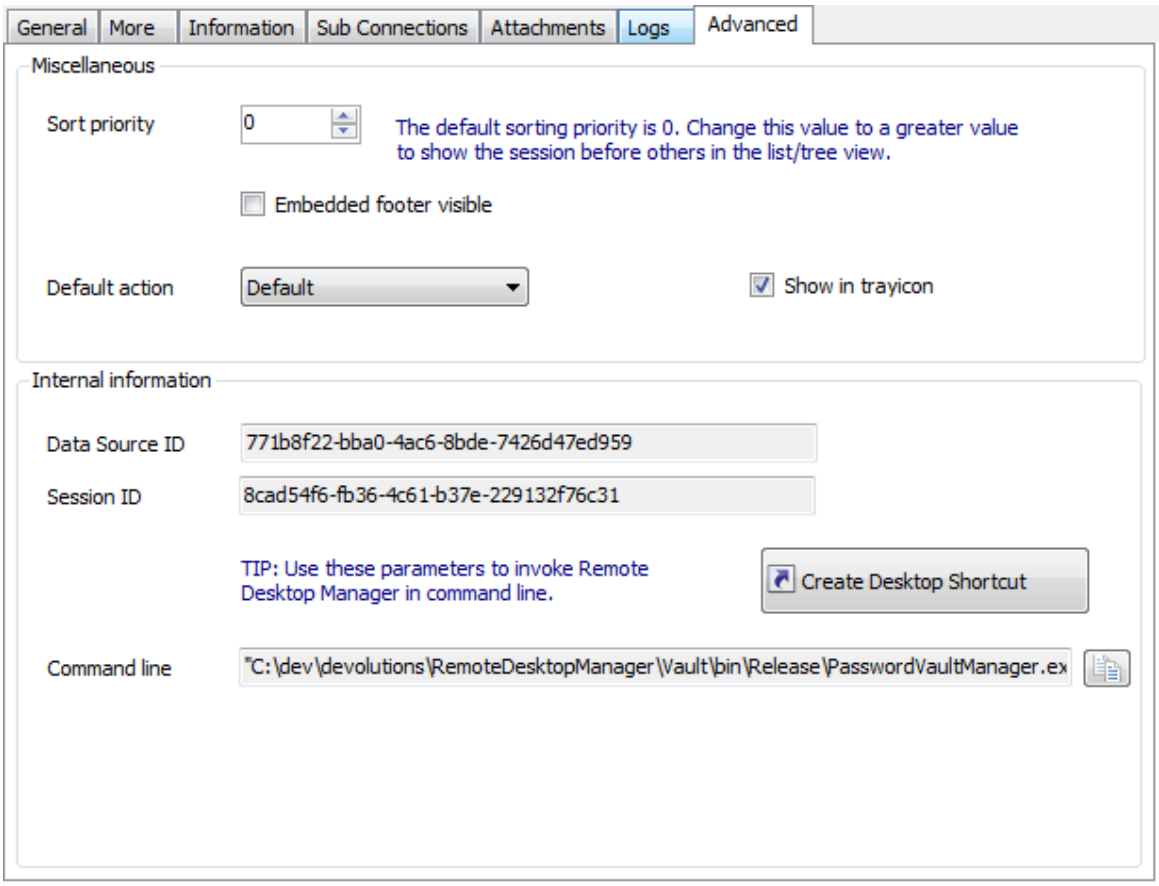

Advanced tab

Miscellaneous

Feature	
Sort priority	Controls where the entry will reside within the sorted list/tree view.
Embedded footer visible	On open entry footer will be visible
Default action	Defines the action that is executed when you double click on the entry.
Show in trayicon	Indicates if the entry is listed in the trayicon context menu.

Internal information (Command line)

Feature	
Data Source ID	Internal RDM data source ID.
Session ID	Internal RDM session ID.
Command line	Fully defined command line to start this session via command line. Hit the copy button to copy the entire command line.
Create Desktop Shortcut	Automatically create a desktop shortcut.

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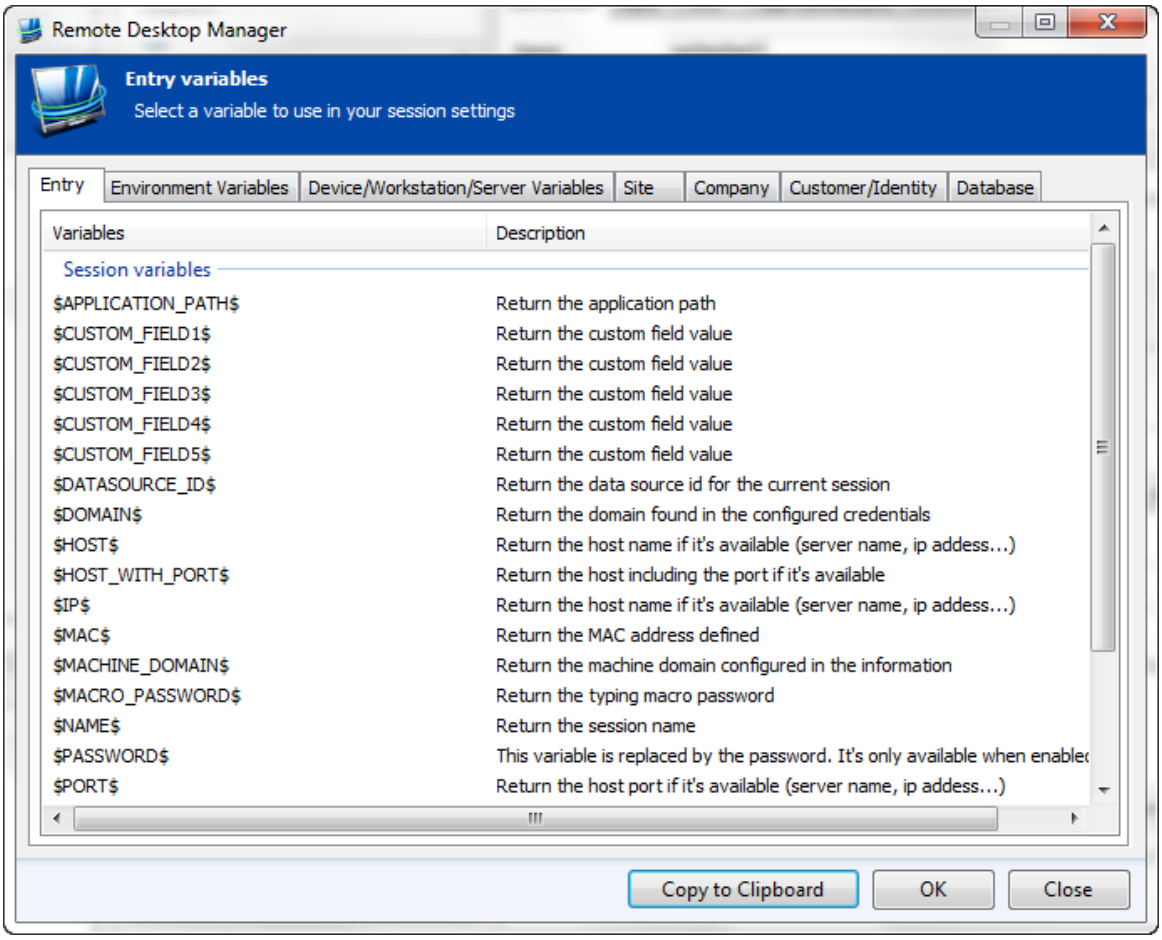
5.3.5 Variables

Description

Session variables can be used in any session configuration, or with any templates. They will be replaced by their corresponding values just prior to a connection. They provide greater value when used with a session related to a parent (sub connection). You can select a variable by double clicking it directly in the dialog. Please note that variables are case-sensitive they are UPPERCASE.


Remote Desktop Manager
Entry variables
Select a variable to use in your session settings
Entry
Environment Variables
Device/Workstation/Server Variables
Site
Company
Customer/Identity
Database
Variables
Description
Session variables
$APPLICATION_PATH$ Return the application path
$CUSTOM_FIELD1$ Return the custom field value
$CUSTOM_FIELD2$ Return the custom field value
$CUSTOM_FIELD3$ Return the custom field value
$CUSTOM_FIELD4$ Return the custom field value
$CUSTOM_FIELD5$ Return the custom field value
$DATASOURCE_ID$ Return the data source id for the current session
$DOMAIN$ Return the domain found in the configured credentials
$HOST$ Return the host name if it's available (server name, ip addess...)
$HOST_WITH_PORT$ Return the host including the port if it's available
IP Return the host name if it's available (server name, ip addess...)
MAC Return the MAC address defined
$MACHINE_DOMAIN$ Return the machine domain configured in the information
$MACRO_PASSWORD$ Return the typing macro password
$NAME$ Return the session name
$PASSWORD$ This variable is replaced by the password. It's only available when enable
$PORT$ Return the host port if it's available (server name, ip addess...)
Copy to Clipboard
OK
Close

Session variable dialog

Use the custom field in your variables to pass any other parameters.

$QUICK_CONNECT$: This variable is used as a placeholder for the quick connect combo box value.

$PASSWORD$: For security reason, this is only available with the command line session type and some specific types.

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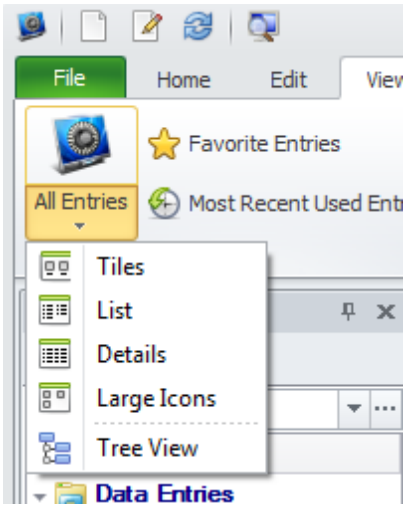
5.4 View

5.4.1 Navigation

5.4.1.1 All Entries

Description

This is the default view, and lists all existing entries. The visual structure can be a list or tree view.



Available session views

The list can contain a large number of entry configurations. Use the filter box at the bottom of the screen to help you find what you need. Learn more about this feature here.

Tree View

The tree view offers the most flexible display mode. It's also possible to specify the visible columns in the tree list view.

By focusing the control, you can activate the incremental search by typing letters and numbers. Use Ctrl+Up/Down to move to the next or previous matching entry and Backspace to delete the current incremental search.

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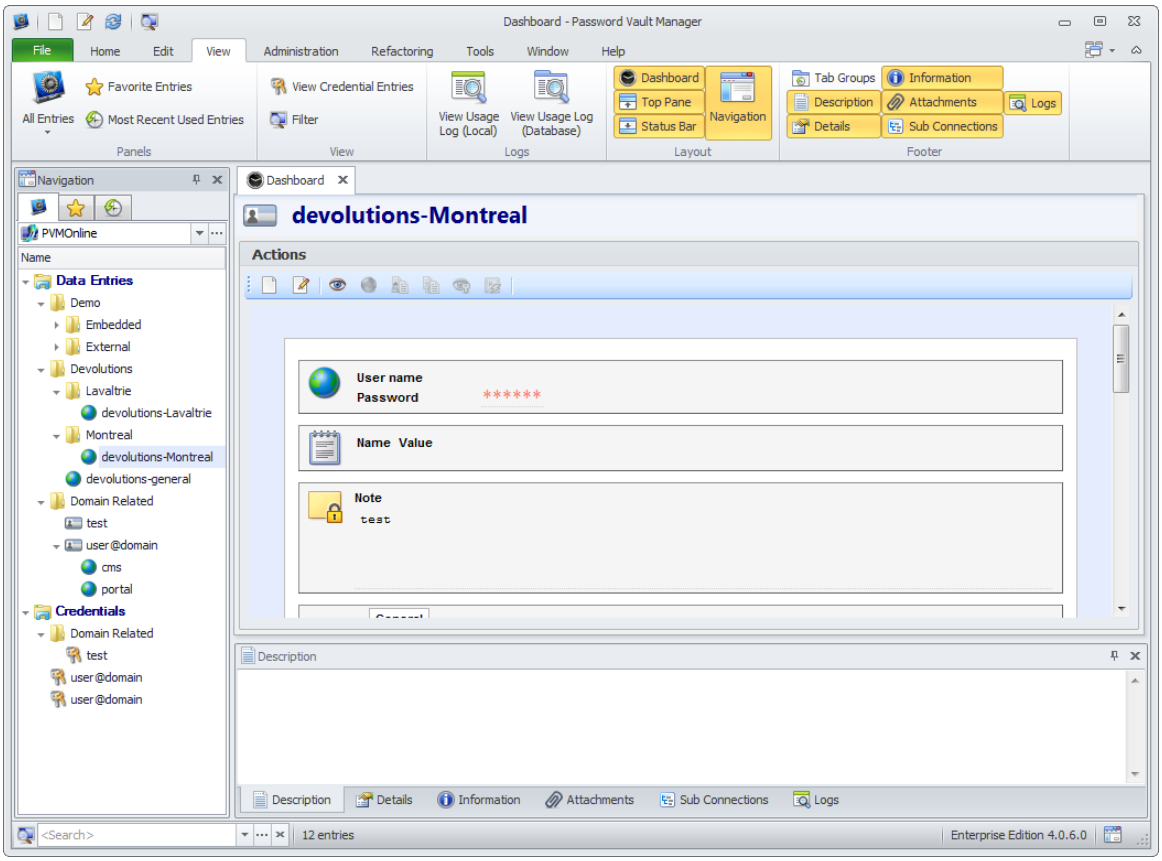

Tree view

List View (details)

The list view displays the sessions as icons, titles or details.

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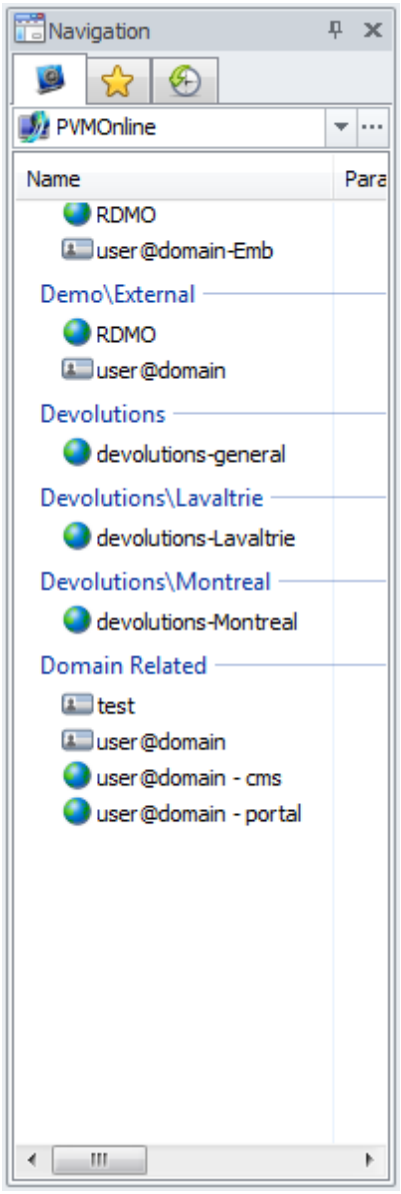

Details view

5.4.1.2 Favorite Entries

Description

This view contains all of your favorite sessions that have been configured in the current data source.

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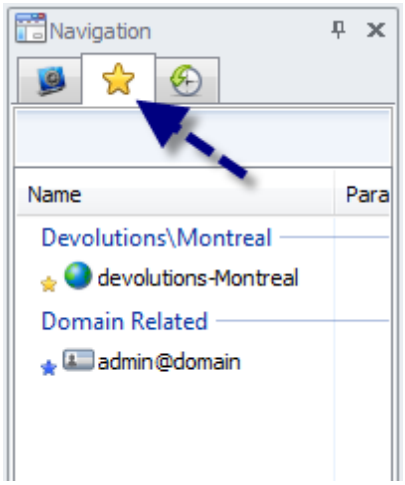

Favorite view

There are two types of favorite sessions:

- Shared favorites
- Local favorites

Shared favorites are shared by all users who are connected to the data source, and are directly configured from the entry.

Local favorites are flagged locally on the current machine by the current user. The settings are saved in the application settings.

Adding an entry to the Shared Favorites

You may add or remove an entry from the shared favorites by editing its properties.

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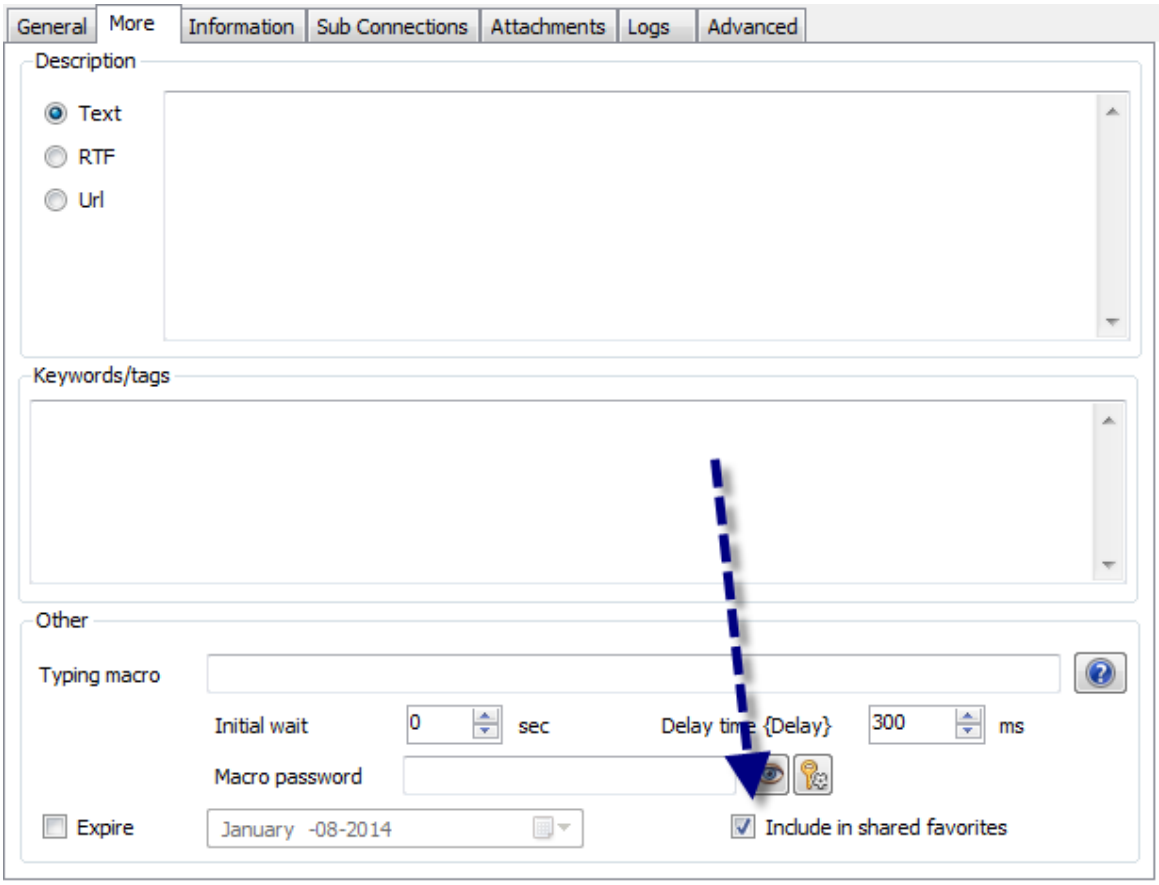

Session settings dialog

You can also use the context menu to include or remove an entry from your favorites. To do this, right click on the entry.

Adding an entry to the Local Favorites

The local favorites or user favorites can be added through the entry context menu.

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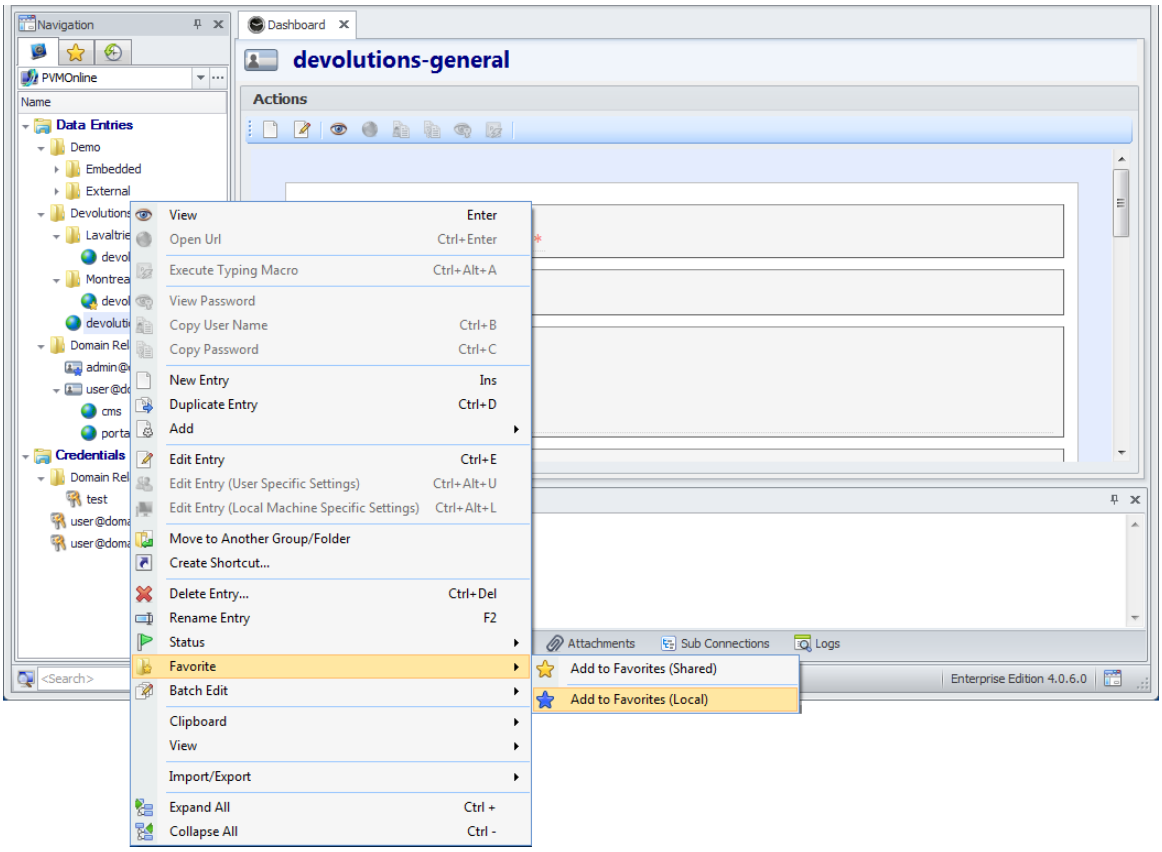
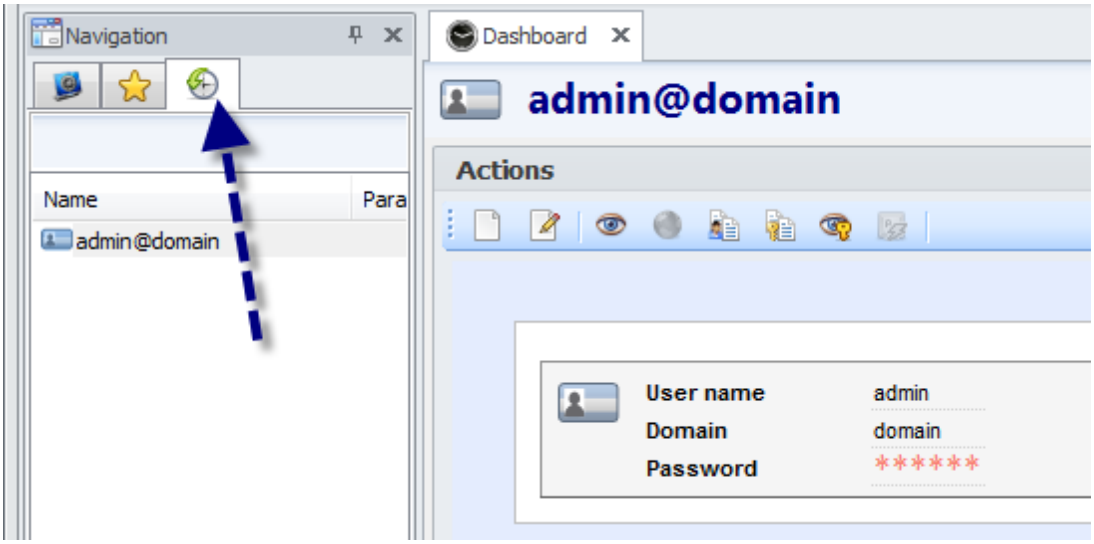


Entry context menu

5.4.1.3 Most Recently Used Entries

Description

This view show the most recently used sessions for a specific data source on the local computer.



Most recently view

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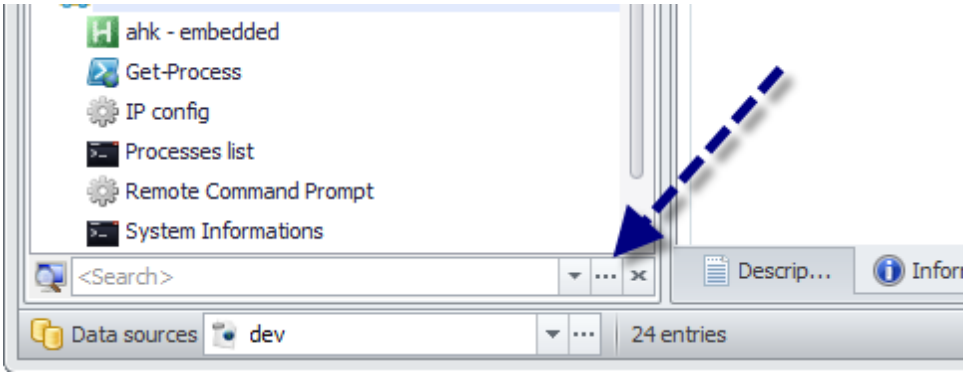
5.4.2 Search/Filter

Description

It's also possible to apply a filter by typing some characters in the filter box. The filter is applied using the specified settings in the application's options.

The search/filter is below the entry list, select the ellipsis button to display the options.

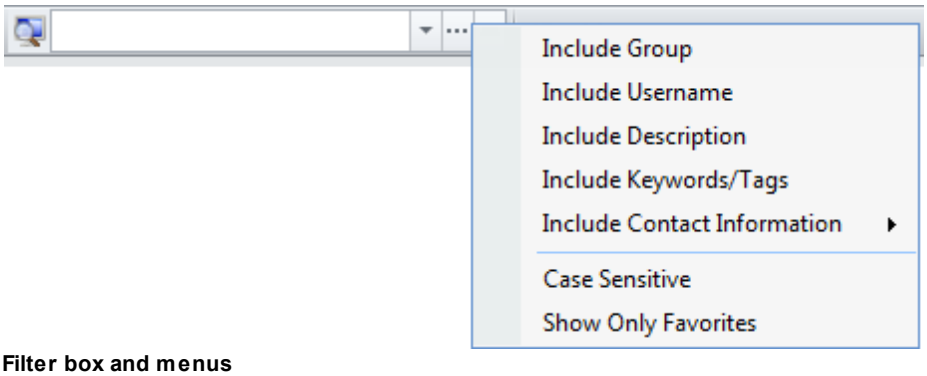


Search/Filter area.

The filter expression is matched against fields as selected in the filter options.

- Entry name
- Group name
- Host
- Description
- Keywords
- Sub Connections
- Various Contact information fields (choose them in the sub menu)

It's possible to further exclude results by choosing to display only favorite entries.



Filter box and menus

If the entry view is hidden, a dialog will appear with the filtered content.

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5.4.3 Logs

5.4.3.1 Usage Logs (Local)

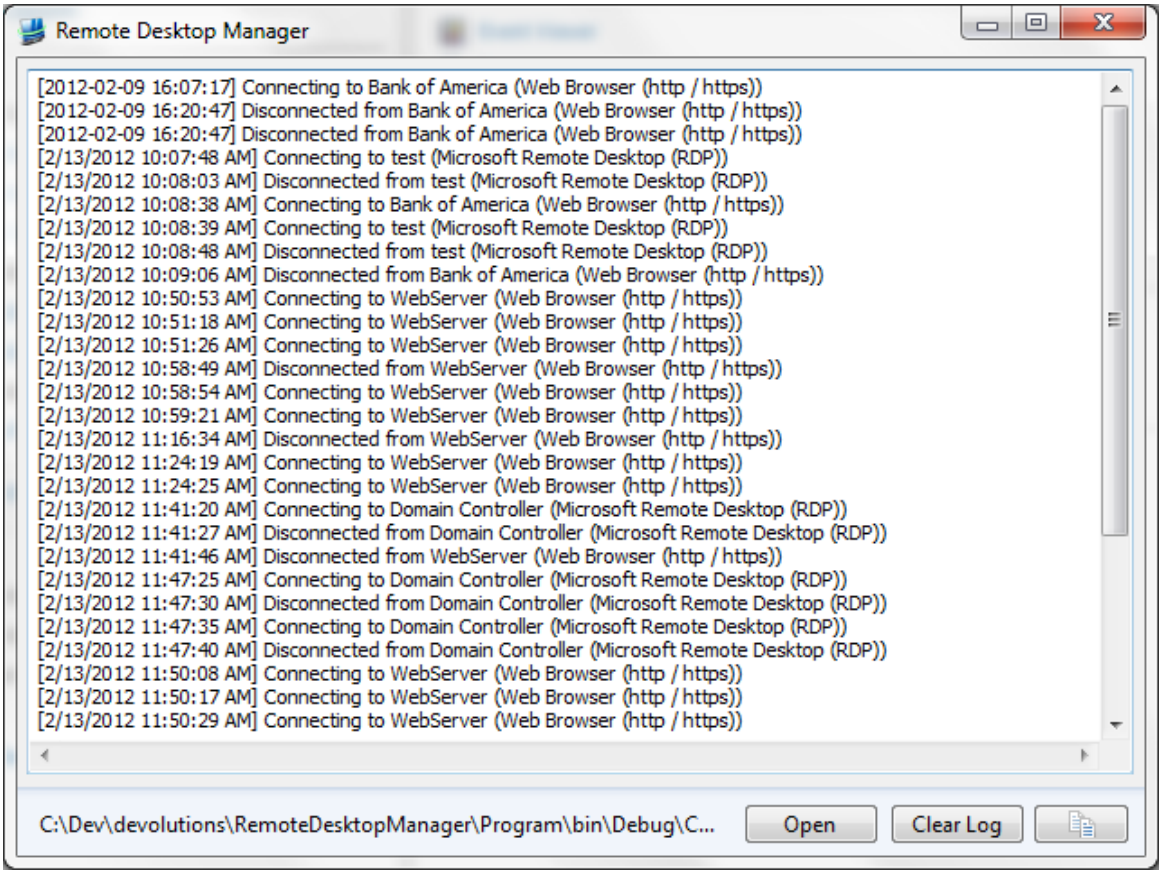
Description

Password Vault Manager supports two types of logs:

- Local usage log, which is file based
- Global usage log, in a database

Local Session Log

A basic local logging system is automatically available by default. This allows the system administrator to view the log file for all session activities on the current machine. It's available on the local machine only via the menu **View Local Connection Log**.


Remote Desktop Manager
[2012-02-09 16:07:17] Connecting to Bank of America (Web Browser (http / https))
[2012-02-09 16:20:47] Disconnected from Bank of America (Web Browser (http / https))
[2012-02-09 16:20:47] Disconnected from Bank of America (Web Browser (http / https))
[2/13/2012 10:07:48 AM] Connecting to test (Microsoft Remote Desktop (RDP))
[2/13/2012 10:08:03 AM] Disconnected from test (Microsoft Remote Desktop (RDP))
[2/13/2012 10:08:38 AM] Connecting to Bank of America (Web Browser (http / https))
[2/13/2012 10:08:39 AM] Connecting to test (Microsoft Remote Desktop (RDP))
[2/13/2012 10:08:48 AM] Disconnected from test (Microsoft Remote Desktop (RDP))
[2/13/2012 10:09:06 AM] Disconnected from Bank of America (Web Browser (http / https))
[2/13/2012 10:50:53 AM] Connecting to WebServer (Web Browser (http / https))
[2/13/2012 10:51:18 AM] Connecting to WebServer (Web Browser (http / https))
[2/13/2012 10:51:26 AM] Connecting to WebServer (Web Browser (http / https))
[2/13/2012 10:58:49 AM] Disconnected from WebServer (Web Browser (http / https))
[2/13/2012 10:58:54 AM] Connecting to WebServer (Web Browser (http / https))
[2/13/2012 10:59:21 AM] Connecting to WebServer (Web Browser (http / https))
[2/13/2012 11:16:34 AM] Disconnected from WebServer (Web Browser (http / https))
[2/13/2012 11:24:19 AM] Connecting to WebServer (Web Browser (http / https))
[2/13/2012 11:24:25 AM] Connecting to WebServer (Web Browser (http / https))
[2/13/2012 11:41:20 AM] Connecting to Domain Controller (Microsoft Remote Desktop (RDP))
[2/13/2012 11:41:27 AM] Disconnected from Domain Controller (Microsoft Remote Desktop (RDP))
[2/13/2012 11:41:46 AM] Disconnected from WebServer (Web Browser (http / https))
[2/13/2012 11:47:25 AM] Connecting to Domain Controller (Microsoft Remote Desktop (RDP))
[2/13/2012 11:47:30 AM] Disconnected from Domain Controller (Microsoft Remote Desktop (RDP))
[2/13/2012 11:47:35 AM] Connecting to Domain Controller (Microsoft Remote Desktop (RDP))
[2/13/2012 11:47:40 AM] Disconnected from Domain Controller (Microsoft Remote Desktop (RDP))
[2/13/2012 11:50:08 AM] Connecting to WebServer (Web Browser (http / https))
[2/13/2012 11:50:17 AM] Connecting to WebServer (Web Browser (http / https))
[2/13/2012 11:50:29 AM] Connecting to WebServer (Web Browser (http / https))
C:\Dev\devolutions\RemoteDesktopManager\Program\bin\Debug\C...
Open
Clear Log

Local connection log

The log is written directly to a file in the settings folder.

5.4.3.2 Usage Logs (Global)

Description

The shared entry log offers a more robust solution. Through it, it's possible to monitor an opened entry

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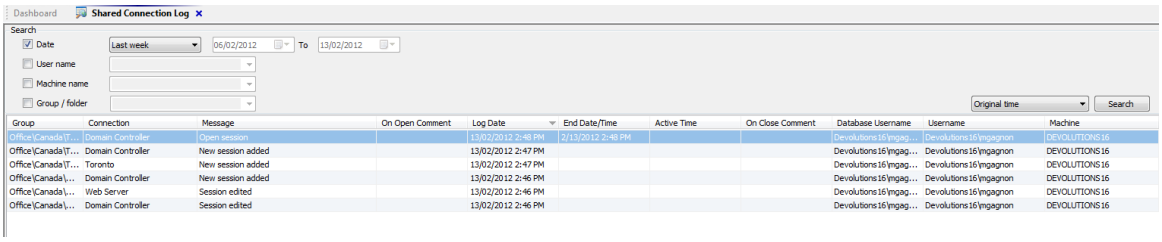
for all users by using the SQL Server, or the Remote Desktop Manager Online data source. The log is available for a specific entry in the context menu **View->Logs,** in the entry configuration (Log tab page), and in the dashboard.

The log contains all the CRUD (add, edit and delete) operations, including the time and the username. It also contains all the details about the open/closed entries.

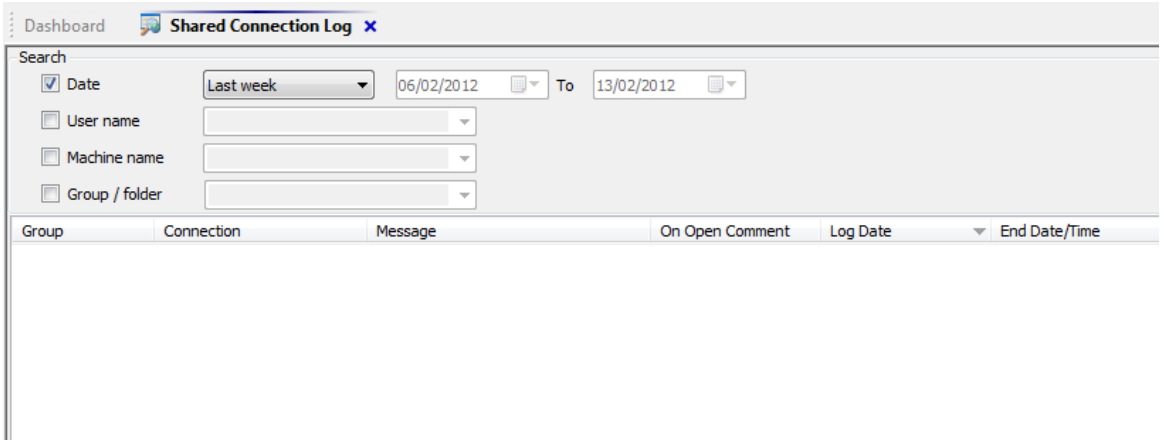


entry logs

It's also possible to view in real time who is connected by ticking the checkbox "Show live entry only." This will filter the list to display only the opened entries in the grid.

The entry log can be visualized in a global view by using the shared connection log (**View Shared Connection Log**). Use this view to find information for multiple entries for a specific time, or for a specific user. The window is similar to a search tool and it offers multiple filter types, including:

- User name
- Machine name
- Time period



Shared connection log panel

5.4.4 Panes

5.4.4.1 Details

Description

The connection details can be found on the dashboard, and is a simple grid that lists complete entry information. The grid supports the copy/paste feature. Exporting is not available.

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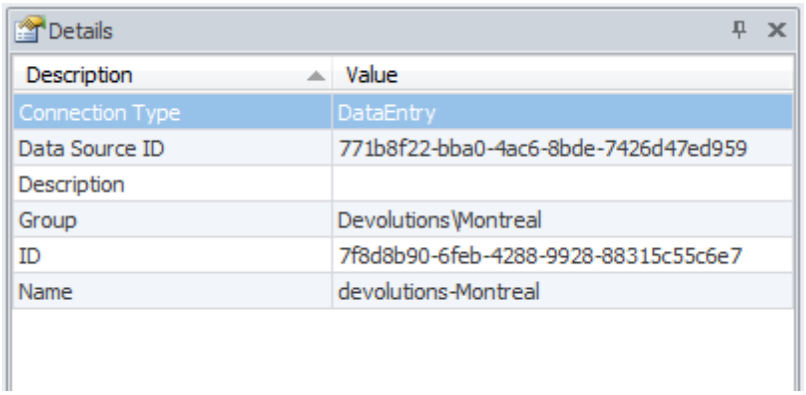


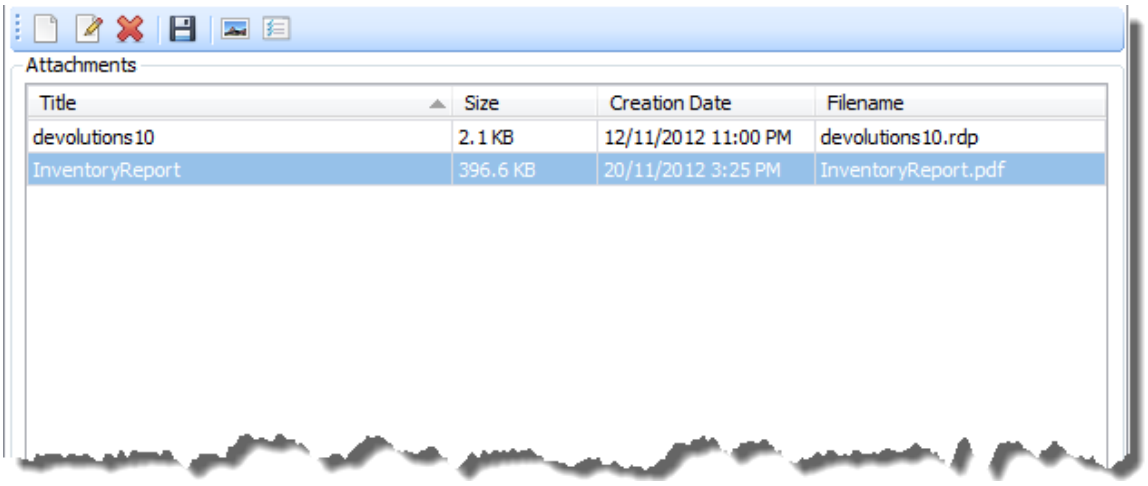
Connection detail grid from the dashboard

5.4.4.2 Attachments

Description

With the Enterprise edition and an advanced data source, you can add an attachment to an entry. The file is stored directly in the database. It won't be available in offline mode.

Only available with an Advanced Data Source



Attachment list

The attachment can be any type and any size, depending on your bandwidth and database. You can also view a saved attachment from: the entry context menu, the entry properties, or directly on the dashboard.

5.4.4.3 Information

Description

The information tab contains a wide assortment of information on the entry. Some purely informative and some of operational nature. It contains multiple tabs in order to present as much information as

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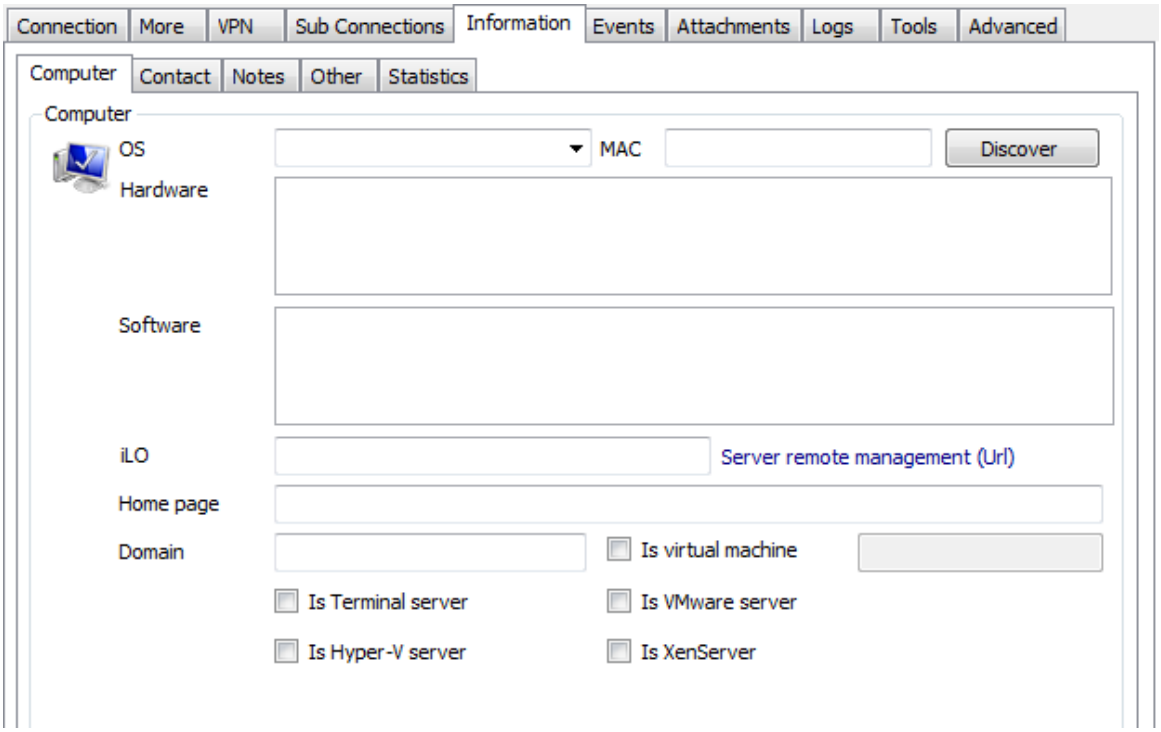
possible.

Settings

Computer

The computer tab displays information that is mostly informative, as well as settings that indicate the entry is a dashboard that can be displayed in a separate pane.



Computer tab

Contact

The contact tab displays information on a person that has a link to the entry. It could be the technician managing a remote machine.

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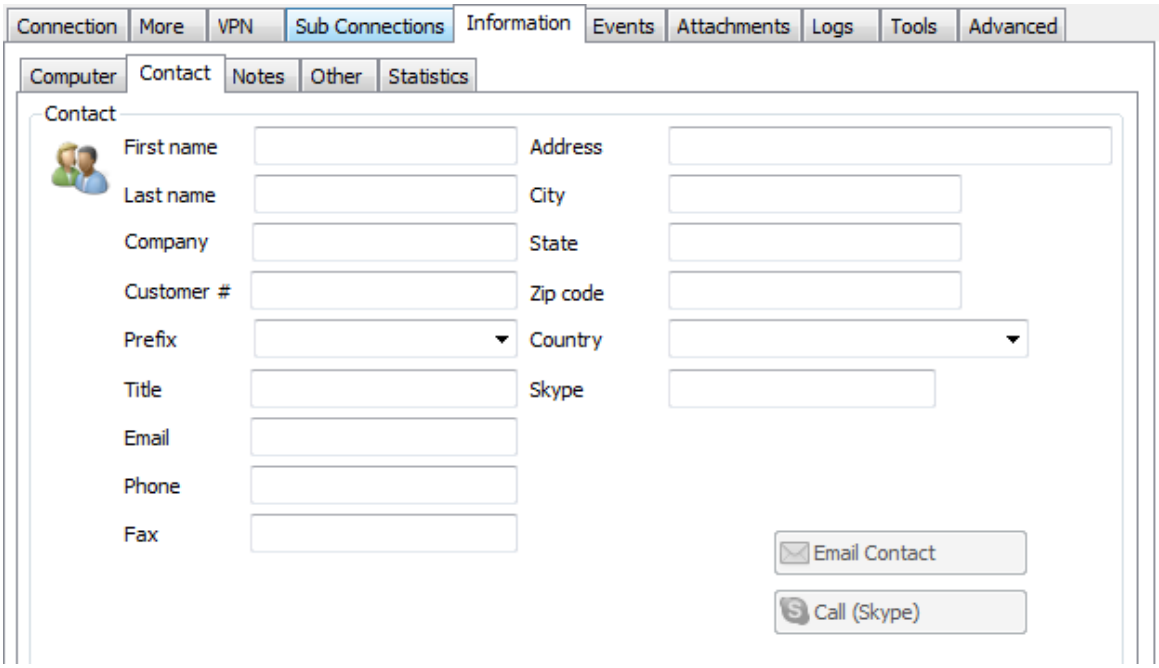

Contact Tab

Notes

The notes tab contains only one control. A text area where you can enter any information you require.

Others

The others tab contains five custom fields. The reason behind having discrete fields is that they are available via Field Variables and can therefore be accessed in sub connections while being defined in the parent connection (see Sub Connections Overview).

For ease of use, the labels can be modified to reflect the data you intend to store in them. Clicking on the label allows you to enter any caption you desire, as you can see in this screen capture where the custom field has been re-labeled PK as it is meant to contain a private key.

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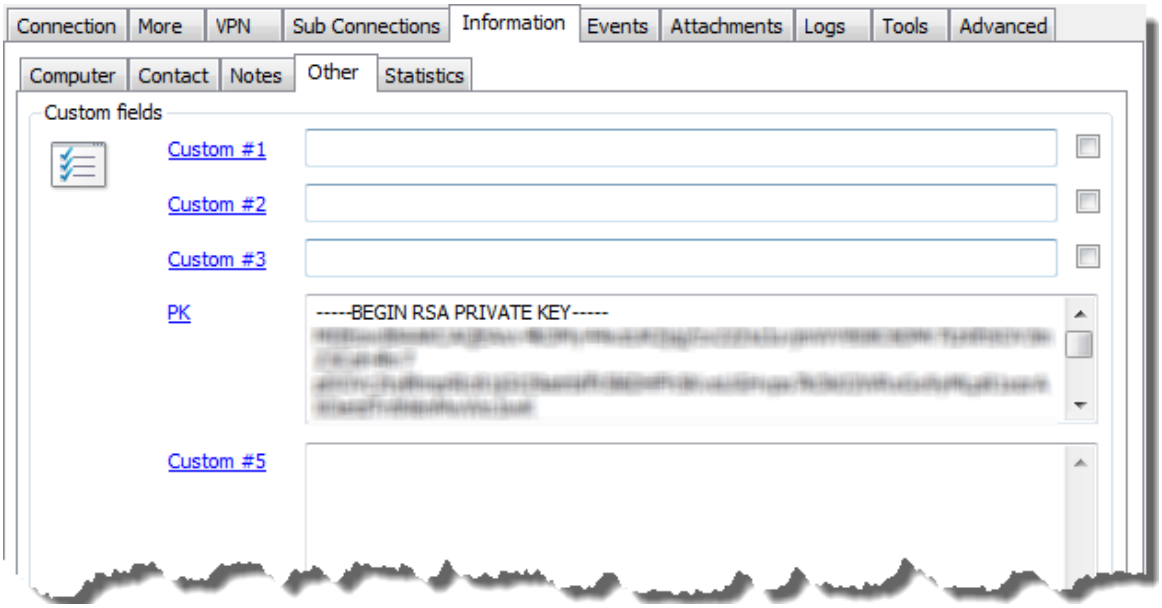
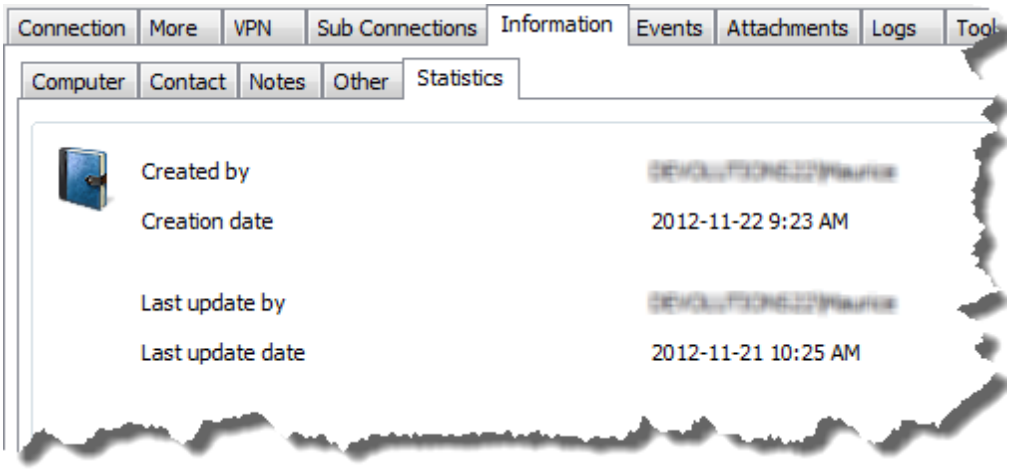


Other Tab

Statistics

The statistics tab simply displays some information on the creation and last modification of the entry.



Statistics Tab

5.4.4.4 Sub Connections

Description

The Sub Connections tab is only visible when you have defined sub connections for the current entry.

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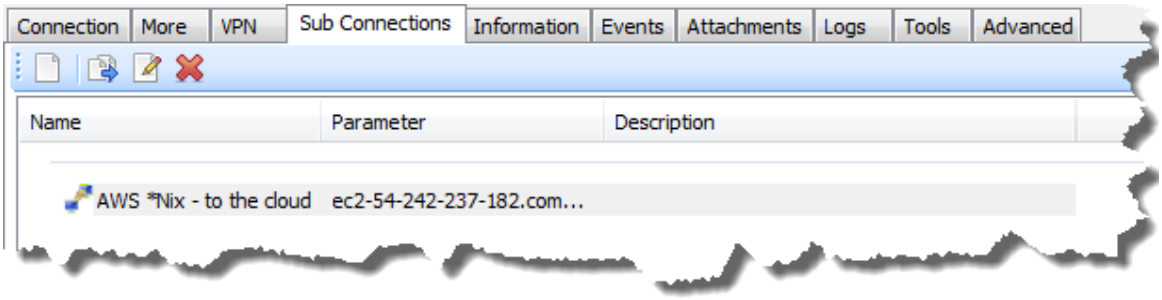

Sub Connections Tab

Please refer to the Sub Connections Overview topic for more information.

5.4.4.5 Logs

Description

This pane displays the Usage Logs (Global) saved in the database.

> Only available with an Advanced Data Source

5.4.4.6 Status Bar

Description

The status bar allows you to:

- Filter the entry list.
- View the entry count in the selected data source
- Register or change the serial number by double clicking on the application version label
- Toggle the Navigation pane visibility

Status bar

5.4.5 Tray Icon

Description

Password Vault Manager also lets you show the entry list and other useful information in the Windows system tray. You can also customize the content. To open an entry, click on it or use the context menu by right-clicking on the icon to access more options.

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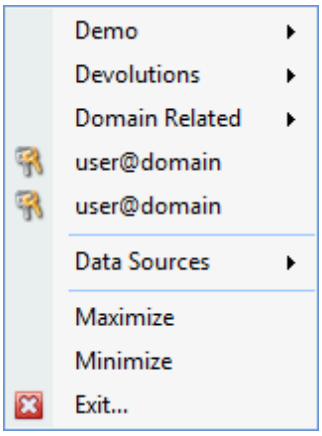

Trayicon view

The application's options window contains many settings that enable you to customize the system tray icon settings. You can also disable it from here, or change its default behavior.

System Tray Icon Sections

Section name	
Entry List	Shows the entries from the current data source. Entries are all listed by default, it's also possible to include only those who are marked as favorites.
Data Sources	Lists the available data source and allows the user to switch dynamically from one to another. This section only appears if it's enabled and more than one data source is configured.
Application control	You can interact with the main window application and also Exit from the application.

5.4.6 Keyboard

5.4.6.1 Shortcuts

Open Data Entry

Enter: Open data entry

Ctrl+Enter: Open url

Edit Mode

F11: Save & close

Edit Data Entry

Ctrl+N: Add a new data entry

Ctrl+D: Create a copy of the current data entry

Ctrl+Del: Delete the selected data entries

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F2: Rename the data entry or the group

View

F3: Show the data entry list (tile view)

F4: Show the data entry list (list view)

F5: Refresh the current list

F6: Show the entry list (large icon)

F7: Show the entry list (tree view)

F8: Show the opened data entry view

F9: Show the most recently used view

F10: Show the favorite entry view

F11: Show the local usage log

F12: Show the entry list (detail view)

Ctrl+F4: Close the current tab page

Alt+F6: Hide / show the header panel

Alt+F7: Hide / show the footer panel

Alt+F8: Hide / show the entry panel

Alt+F9: Hide / show the tabbed panel

Miscellaneous

F1: View online help (http://help.passwordvaultmanager.com/)

5.5 Administration

Description

The Administration tab is only visible for Advanced Data Sources.

Refer to the child topics for more information.

Data Source Settings
Security Providers
User Management
Security Group Management
Security Group Report
Deleted Entries

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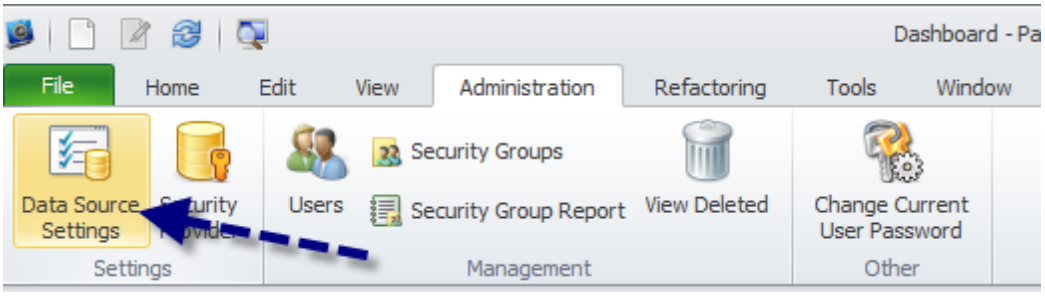
5.5.1 Data Source Settings

Description

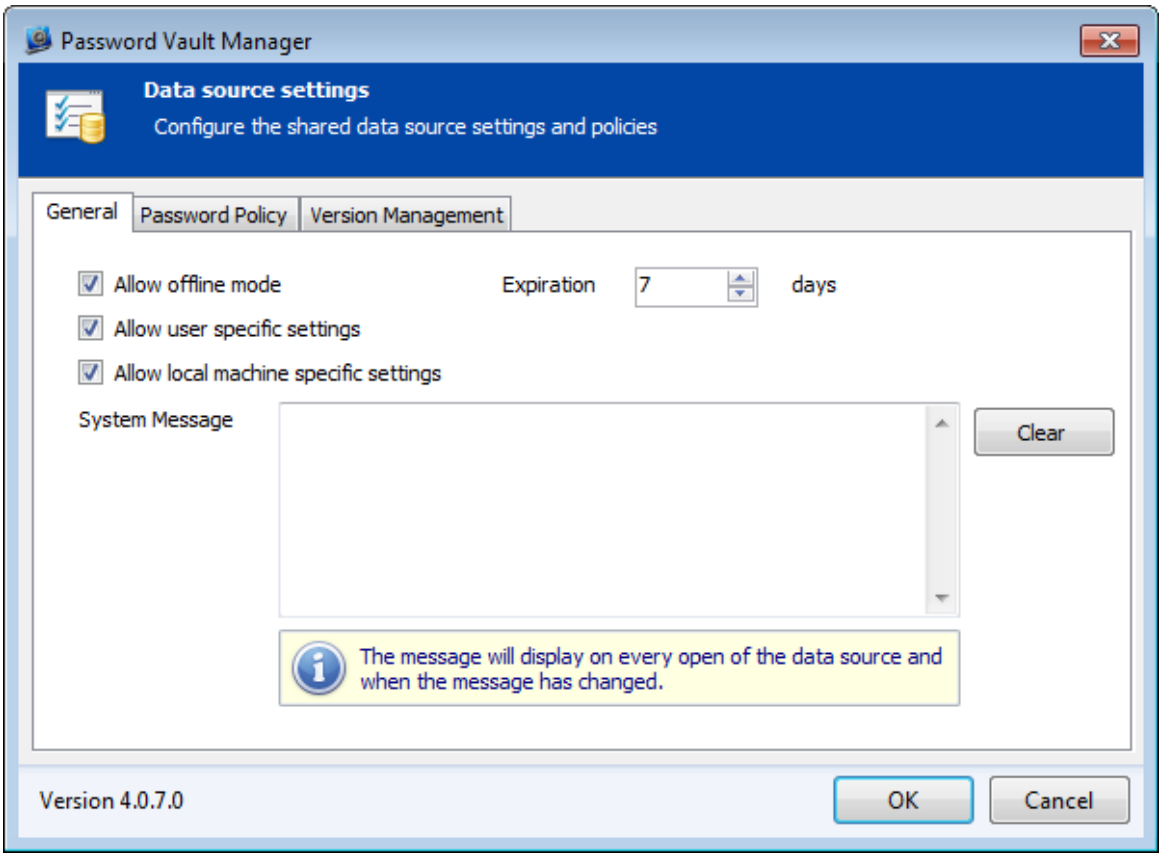
Accessible from the menu **Administration -> Data Source Settings**



Data Source Settings menu

Data source settings allows you to control may aspects of the data source. Settings like offline mode, password policies & version management.

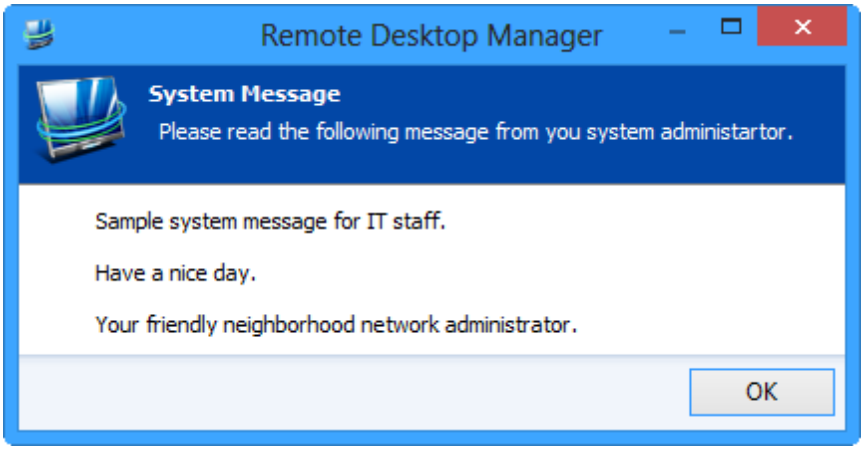
General Tab



Data source settings - General tab

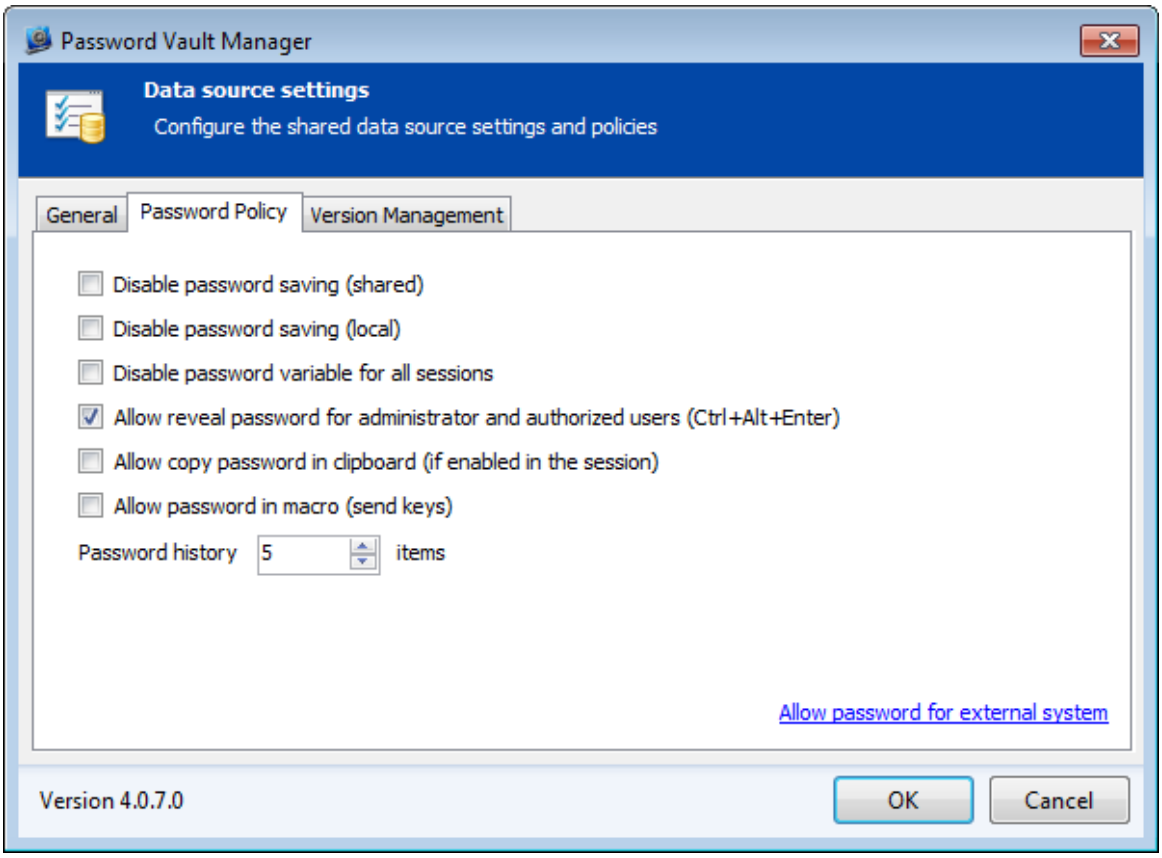
General

Allow offline mode	Does this data source support offline mode. Useful when using a VPN connection that makes using local network impossible. Offline mode does not permit modification of sessions.
Expiration	Number of days that the local copy will be considered valid. You should go online prior to the end of that period.
Allow user specific settings	Enables the use of user specific settings. See User Specific Settings for more information.
Allow local machine specific settings	Enables the use of local machine specific settings. See Local Machine Specific Settings for more information.
System message	The message will be displayed on every open of the data source or when the message changes. Use Ctrl+ENTER to create a new line.


Remote Desktop Manager
System Message
Please read the following message from you system administartor.
Sample system message for IT staff.
Have a nice day.
Your friendly neighborhood network administrator.
OK

Sample system message.

Password Policy


Password Vault Manager
Data source settings
Configure the shared data source settings and policies
General
Password Policy
Version Management
Disable password saving (shared)
Disable password saving (local)
Disable password variable for all sessions
Allow reveal password for administrator and authorized users (Ctrl+Alt+Enter)
Allow copy password in clipboard (if enabled in the session)
Allow password in macro (send keys)
Password history 5 items
Allow password for external system
Version 4.0.7.0
OK
Cancel

Data source settings - Password Policy tab

Password Policy	
Disable password saving (shared)	Users will not be able to save passwords within a sessions.
Disable password saving (local)	Users will not be able to save passwords using Windows credential vault.
Disable password variable for all sessions	Renders **$PASSWORD$** variable useless for this data source.
Allow reveal password for administrator and authorized users (Ctrl+Alt+Enter)	Controls if reveal password is enabled for authorized users.
Allow copy password in clipboard (if enabled in the session)	Enables copy password if enabled for the given session.
Allow password in macro (send keys)	Renders **$MACRO_PASSWORD$** variable useless for this data source.
Password history X items	Saved password history count. See Password History for more information.

Version Management

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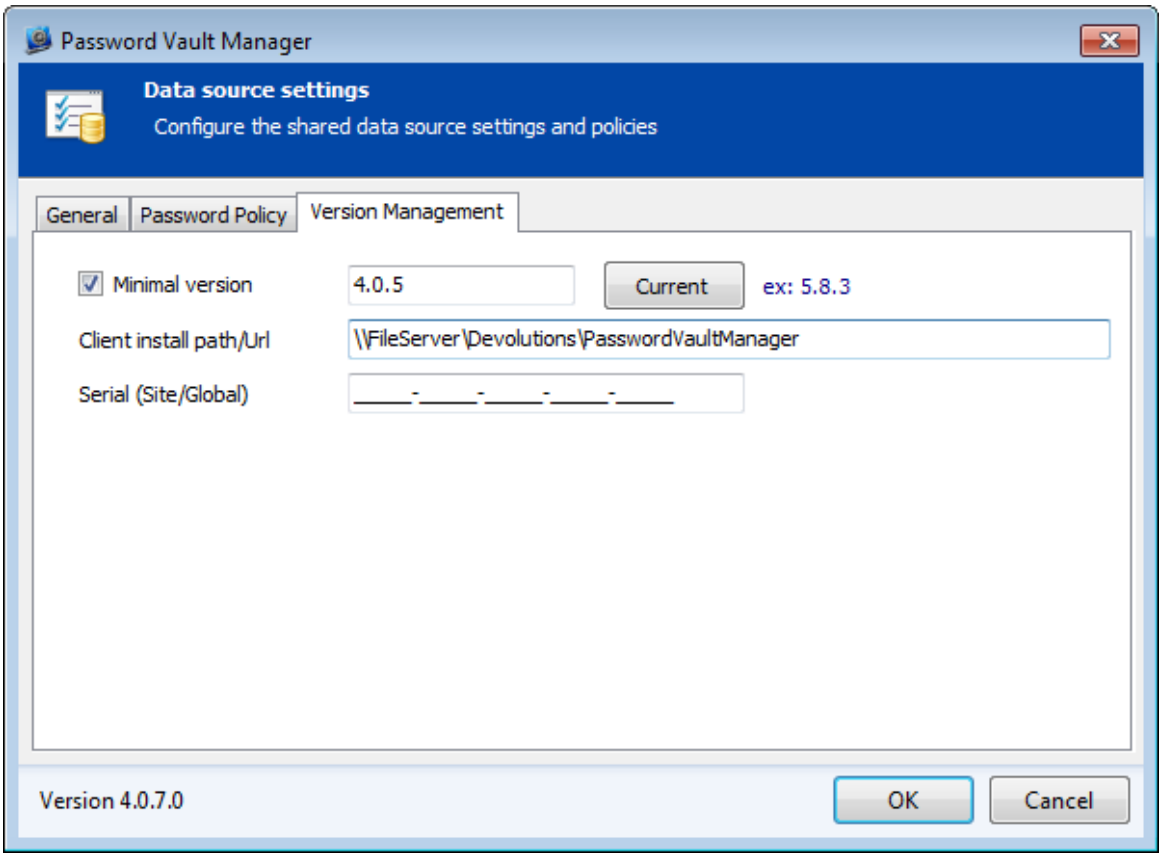

Data source settings - Password Policy tab

Version Management	
Minimal version	Force users of the data source to use a minimal version. Enter the entire version number (7.9.10.0) to force a specific version or use partial number for force a subset version (7.9).
Client install path/url	Used in conjunction with then minimal version, once a minimal version requirement is not met the system will prompt the user that the version is to low and open the link (path/url) for the user to install the new version.
Serial (Site/Global)	Easily distribute Site/Global serials to the entire organization. Once the data source is opened the system checks to see if a serial exists, if not it will automatically use the given serial. In the case where the serial already exists it checks to see which is newer and if the defined serial is newer it gets updated.

5.5.2 Security Providers

Description

The security provider is responsible for encrypting the data in the database. It's available with Advanced Data Sources

.

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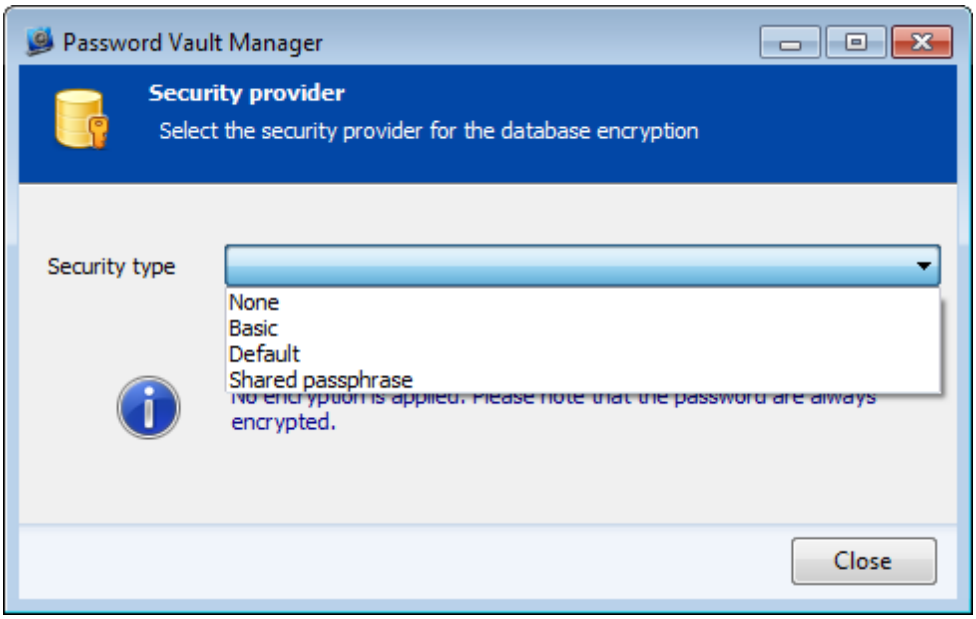
Regardless of the security provider you select, the password is encrypted at least once in the database. There is no password stored in clear text at any time.

Select the provider you wish, and configure it by using the menu bar **Administration -> Security Provider**



Security provider dialog

Please note that changing a security provider when many sessions have previously been configured may take a bit of time.

If you are applying a new provider to an existing data source, we advise you to perform a backup prior to making the change.

Security Provider	
None	The session data is not encrypted at all.
Basic	All of the data is encrypted in the database, and it's impossible for an external system to access it.
Default	This is the legacy security provider. The data is encrypted if the session configuration is set accordingly in the advanced settings.
Shared passphrase	All of the data is encrypted with a mix of our key, a salt and the pass phrase. This is the most secure encryption, but if the passphrase is lost, there is nothing that can be done to recover the data.

By using your own pass phrase with Remote Desktop Manager Online, you ensure that nobody can read your session, even if people have direct access to your database(s).

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5.5.3 User Management

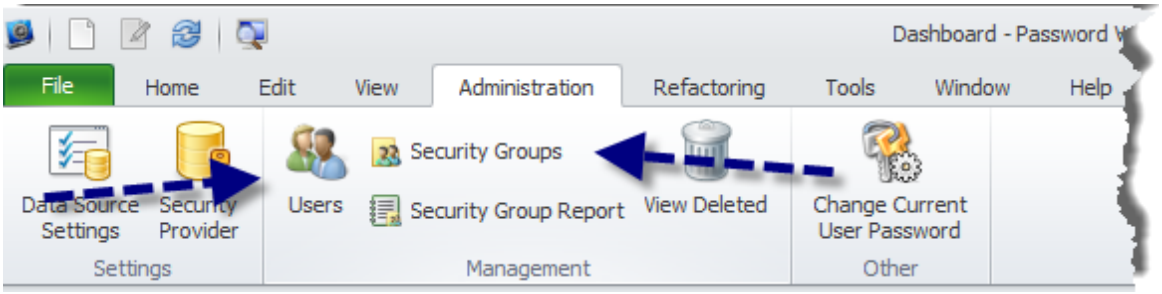
Description

This feature requires an advanced data sources.

User management allows for creating & managing users & security access rights. The user/group administration is available from the menu bar **Administration -> Users or Security Group**.

You must be administrator of the underlying database such as MSSQL & MySQL not just Password Vault Manager to create users and assign rights.

By default, SQL Server SYSDBA users and the root user of MySQL are administrators.



Administration tab - Users & Security Groups

Security Groups are used to classify entries and restrict access to certain users. There is no direct relationship between Active Directory and Security Groups. By default, every entry is created without security groups, and is visible to all connected users.

All entries without security groups are considered public.

Steps

1. Create a security group
2. Create a users
3. Link the security group to a user
4. Assign the security group to the session

Create a security group

Security groups are created from the Security Groups tab using the **Add Security Group** command.

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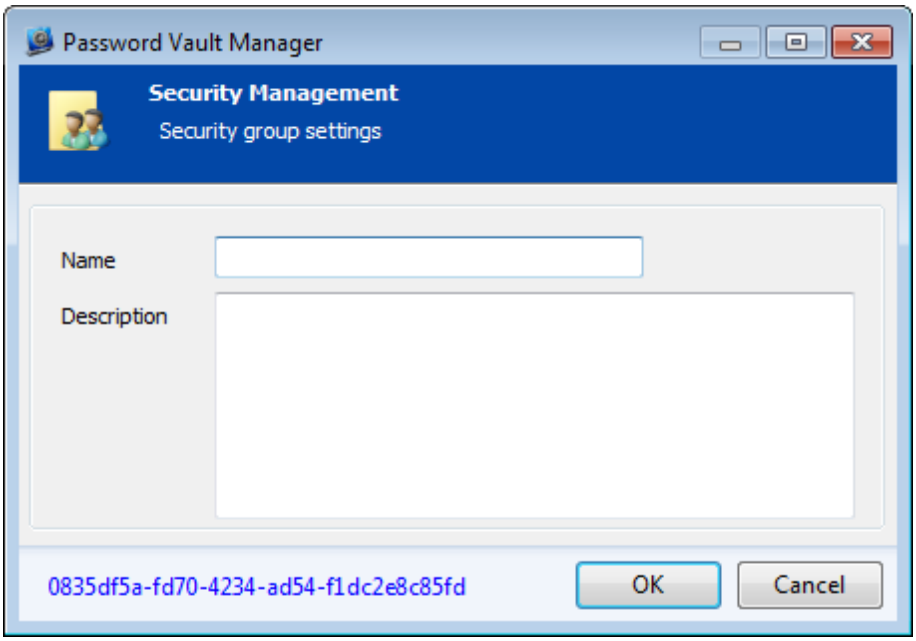

Security group dialog

Create a users

Create the user using default security (specify the password) or integrated security (linked domain user).

> Not all advanced data sources support the use of integrated security.

> MySQL supports integrated security via Windows authentication plugin which is a commercial extension of MySQL.

You can assign different security options to the user, such as the allow offline mode, a read-only mode, and more. However, there is currently no way to inherit security rights from a group. They must be assigned individually for each user.

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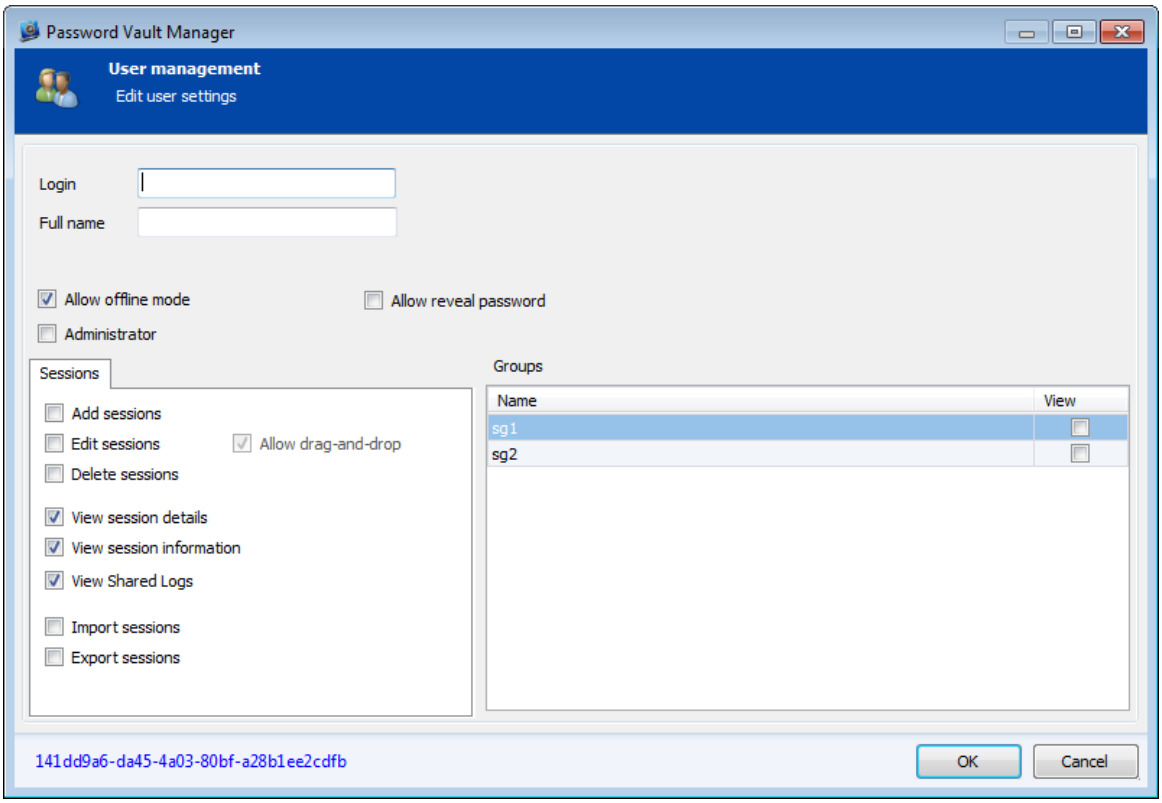

Add/Edit user dialog

Link the security group to a user

You must enable the corresponding permission for the column for the desired permission to appear in the grid

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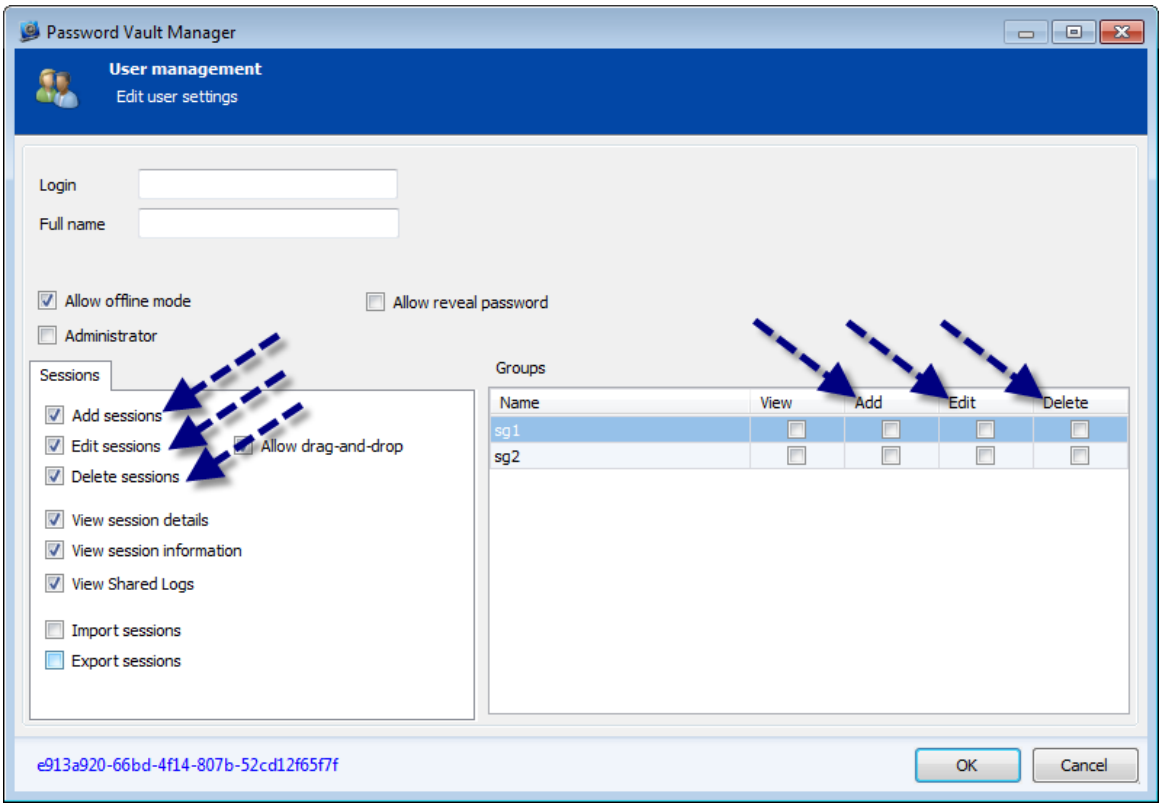

In the user editor, you can check or uncheck group security rights. A user with administrator rights has access to all of the configured sessions from all groups.

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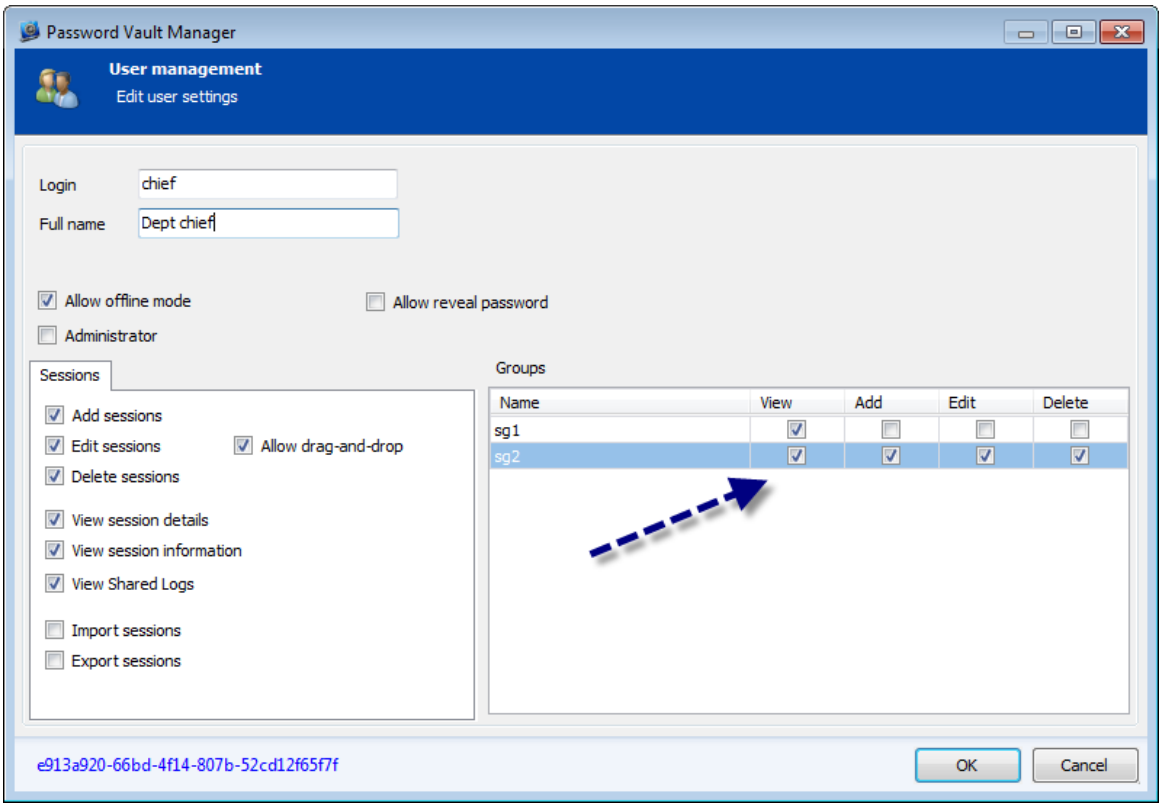
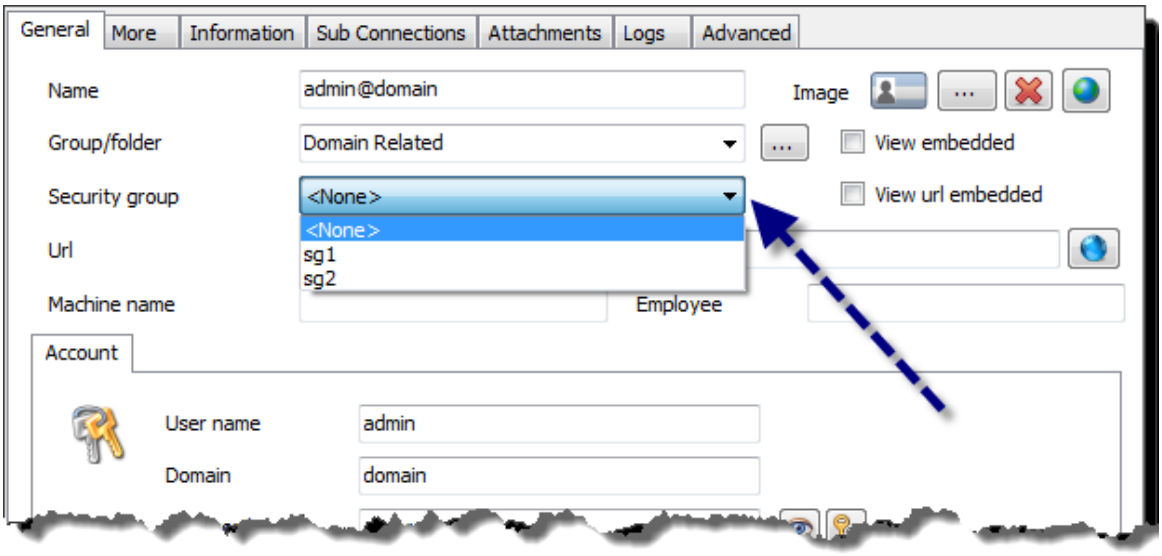


User dialog - groups

Assign the security group to an entry

Security groups can be assigned to entries using the entry's property window. Each entry can only have one security group assigned.



Entry configuration - security group

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5.5.4 Security Group Management

Description

This feature requires an advanced data source such as MSSQL & MySQL. See Adanced Data Sources for more information.

Security groups are used to secure entries from subset of system users. Assign entries to security groups then control who has access and how much control on each group.

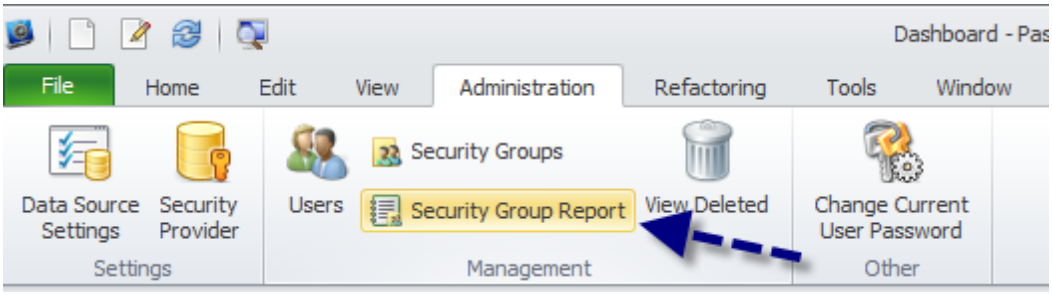
For more information on how to create security groups see here.

5.5.5 Security Group Report

Description

This feature requires an advanced data source such as MSSQL & MySQL. See Advanced Data Sources for more information.

Security group report displays effective user permissions for all data entries in one tab, and credentials in another tab.



Security Group Report menu

You can use the edit button (bottom left) to quickly edit the selected session.

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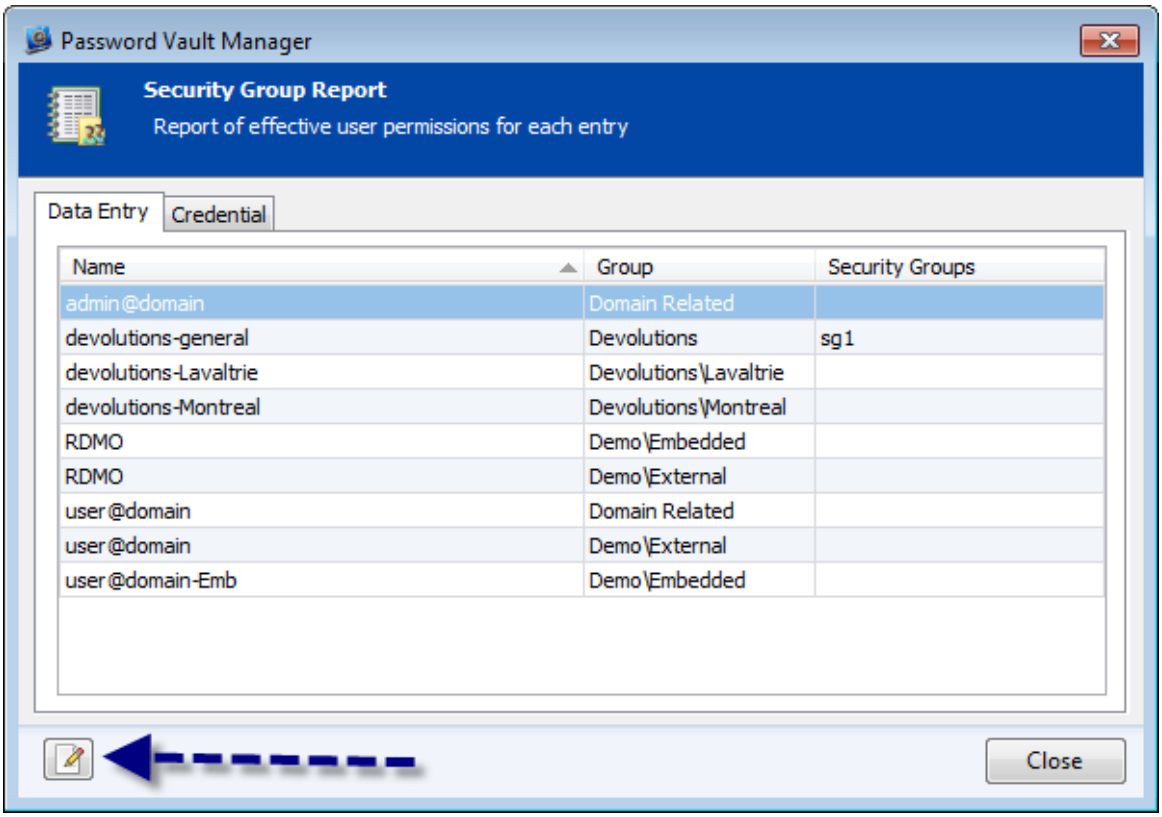


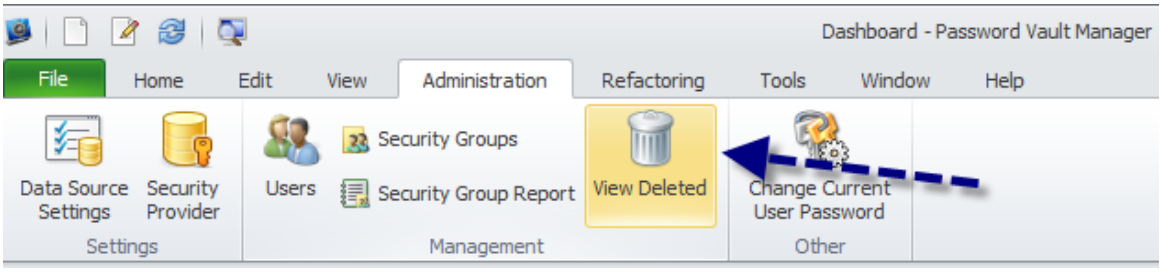
Security group report

5.5.6 Deleted Entries

Description

This feature requires an advanced data source such as MSSQL & MySQL. See Advanced Data Sources for more information.

View deleted entry information, resurrect or permanently delete selected entries. When you perform a resurrect, the entry will be exactly as it was prior to the deletion.



View Deleted

Deleted entries can be resurrected as long as the Security Provider has not been changed since the delete action.

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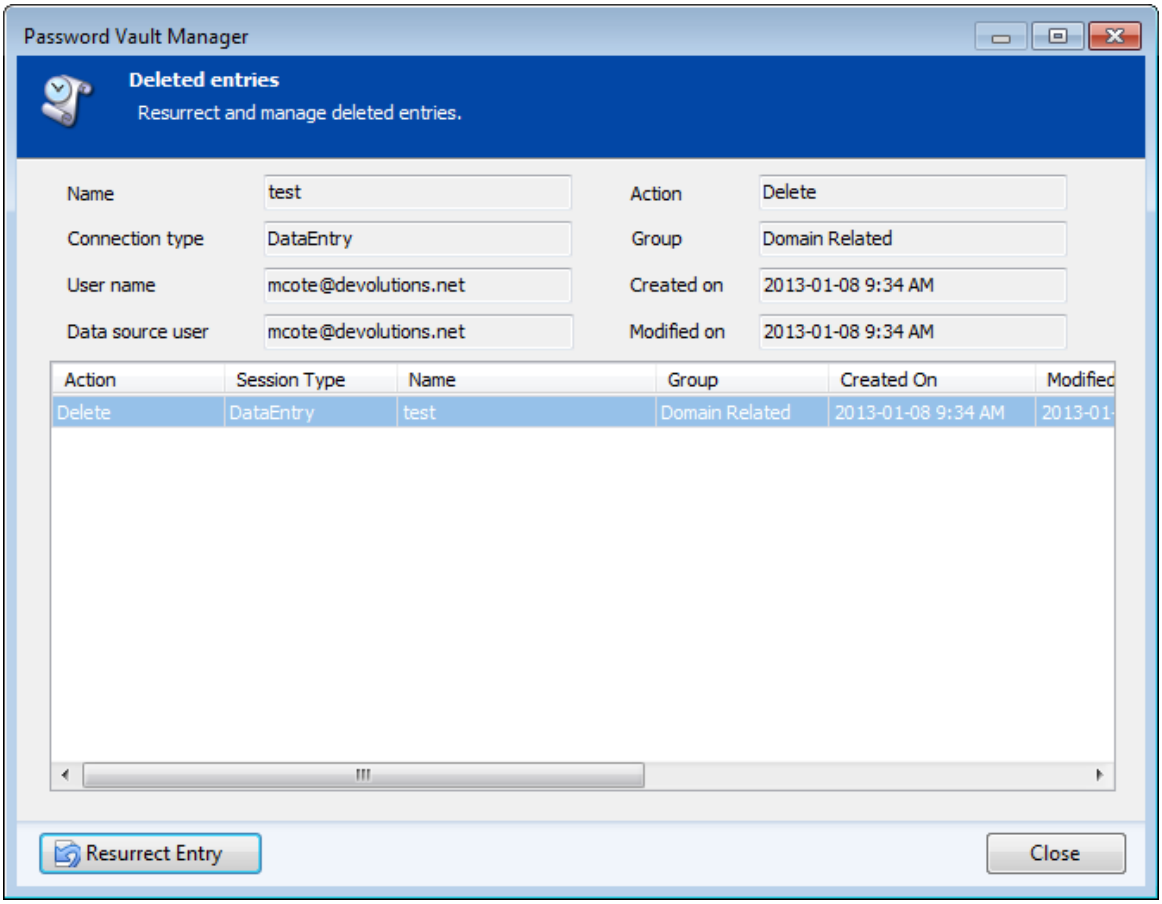
Administrators can permanently delete some/all deleted entries.



View delete entries

5.6 Refactoring

5.6.1 Convert To

Description

Conversion actions are available in the refactoring tab page. They convert the current entry into another entry type. There are currently 3 kinds and their actions are enabled only when the source entry is compatible with the destination.

- Credential Entry : Converts the source entry to a credential entry.
- Data Entry : Converts the source entry to a data entry
- Web : Converts the source entry to a web entry.

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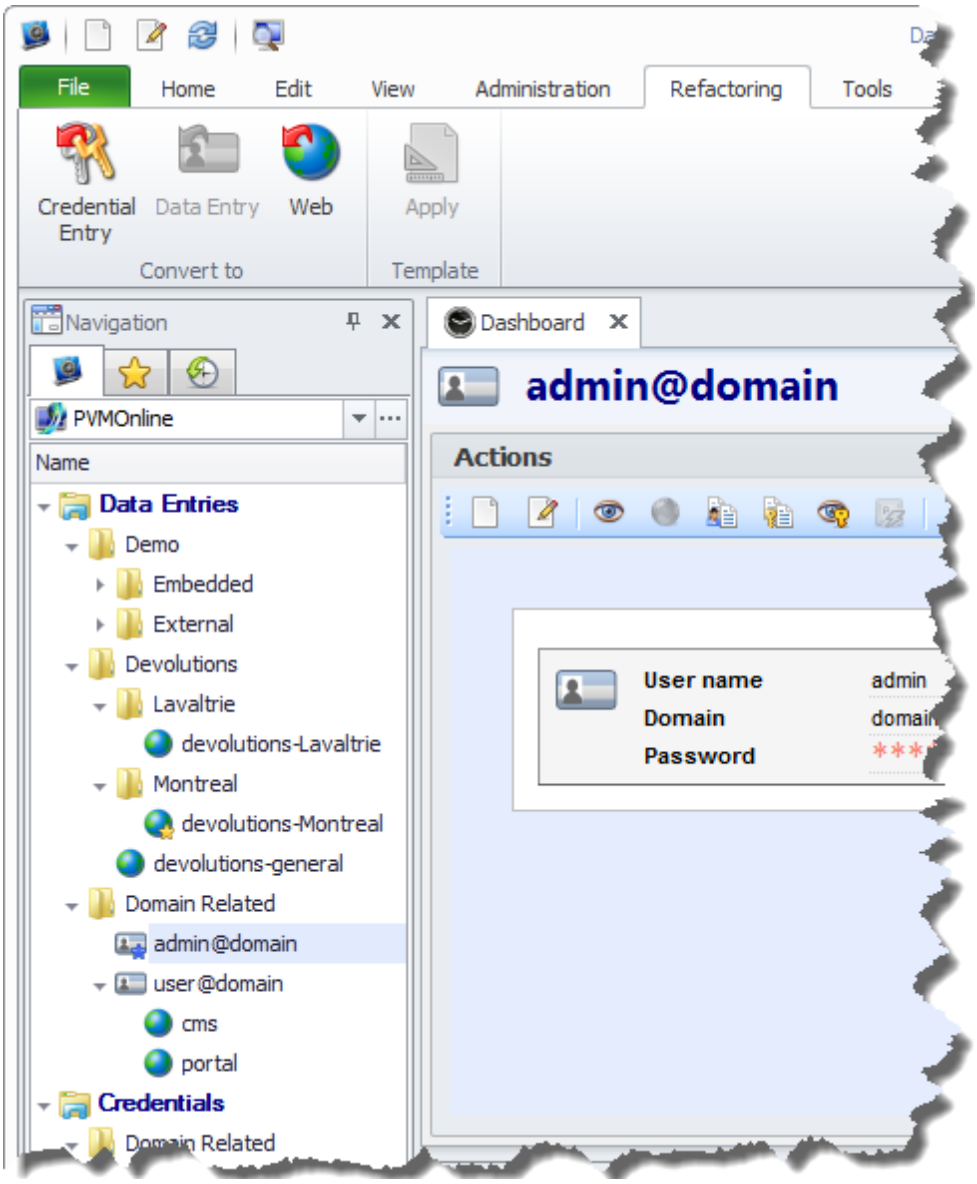

Refactoring tab

When you select the refactoring you are presented with a dialog to enter a name for the new entry. You can also specify to keep the same folder. The dialogs are mostly the same for all three refactorings.

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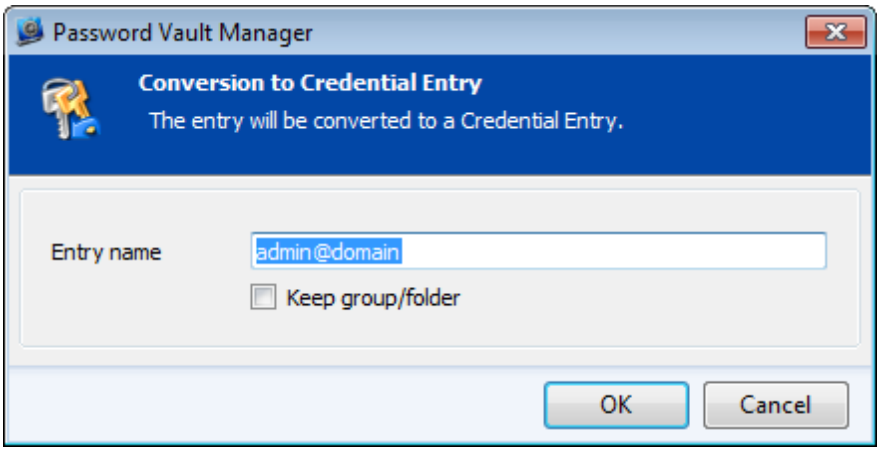

Conversion form

5.7 Tools

5.7.1 Add-on Manager

Description

The Add-on Manager is available in the **Tools->Add-on Manager** menu.It is used to simplify the management and the installation of different add-ons. It lists all of the add-ons that are supported by the current version of the application.

The add-ons are classified by category and can be sorted according to their current status (*available*, *outdated*, *uninstalled*). Add-ons that can be updated will be displayed with a special and clearly visible icon as seen below.

If the add-on does not require any special third party library, the manager will deploy it automatically after clicking the install button. A restart of the application will be required. The same procedure and limitation applies when uninstalling an add-on.

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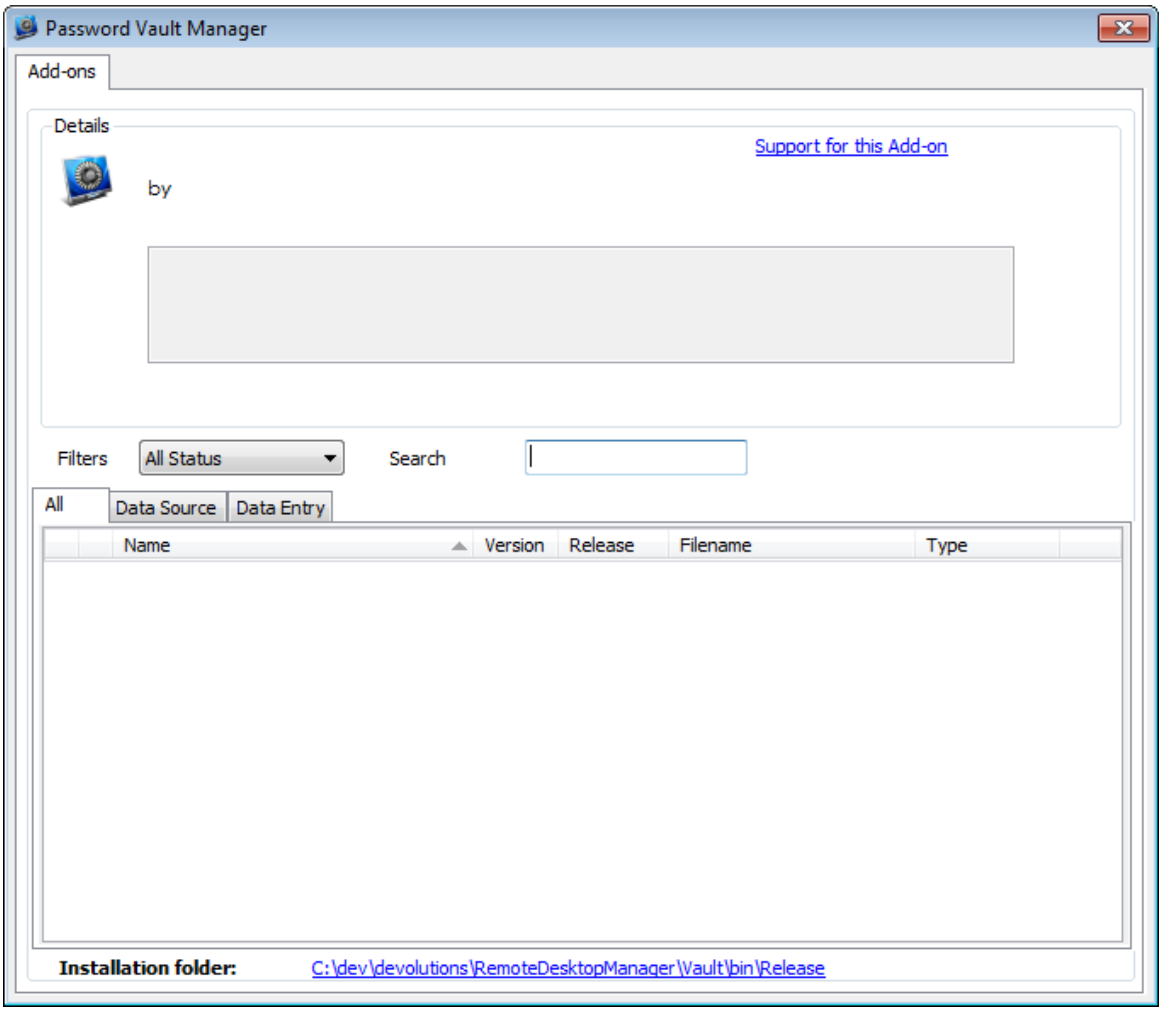

Add-on manager dialog

Icon Legend

The first column of the grid contains an icon indicating the state of the add-on.

Blank : Add-on not installed locally.

: Add-on installed and up to date.

: Add-on installed but not at the latest version.

Workflow

The visibility of the action buttons available on the form is toggled depending on the context. There are four buttons as follows.

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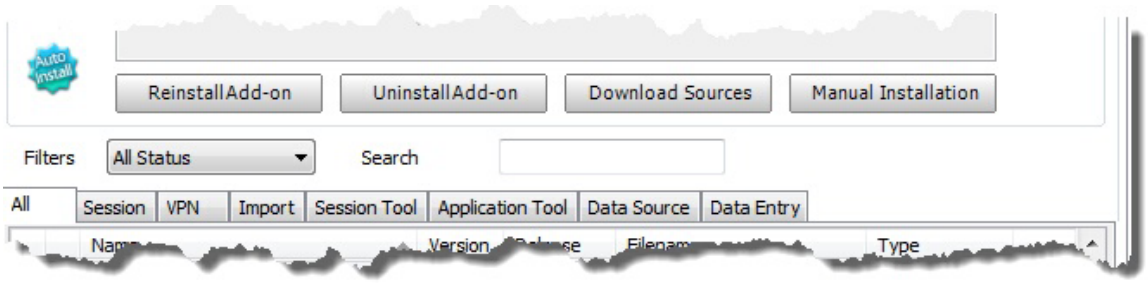


Button highlight

Reinstall Add-On

Reinstalls the add-on after getting a confirmation from the user. An application restart will be required.

Uninstall Add-On

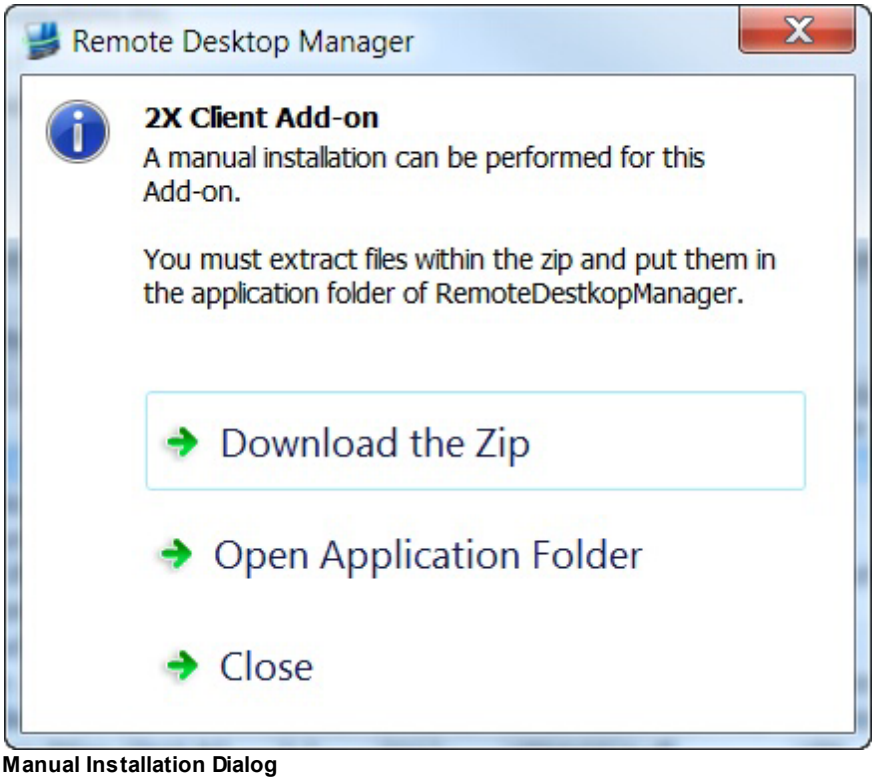
Uninstalls the add-on after getting a confirmation from the user. An application restart will be required.

Download Sources

Launches the download of an archive containing the source code for the add-on.

Manual Installation

1. Click on the Manual Installation button, the following dialog will appear


Remote Desktop Manager
2X Client Add-on
A manual installation can be performed for this Add-on.
You must extract files within the zip and put them in the application folder of RemoteDestkopManager.
Download the Zip
Open Application Folder
Close

Manual Installation Dialog

2. Click on the **Open Application Folder** button, a Windows explorer will open in the proper folder

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for your installation.
3. Click on **Download the Zip** button, this will launch the download of the zip archive.
4. Unzip all files in the installation folder opened at step 2.
5. Restart Password Vault Manager
6. Create a new session with the newly installed add-on type, or use it if it's a custom tool or an import dialog

Troubleshooting

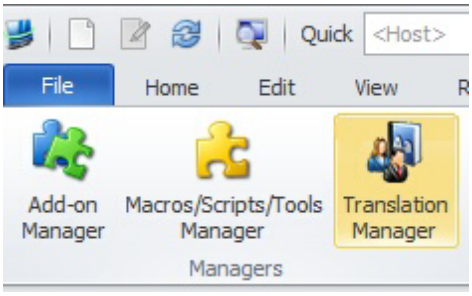
If you cannot see the add-on in the session type list, verify that it is loaded in the About box, which is available from **Help > About** menu. Also verify that the .dll file is in the Password Vault Manager folder.

Some add-ons are supported directly by Devolutions, and some others are developed by third parties. More information can be found in the Add-On forum.

5.7.2 Translation Manager

Description

The translation manager is in fact a cloud based translation repository, managed by an external application named the *Devolutions Localizer*, developed by our team at Devolutions. It allows for easy translation of resources used by our products.



Ribbon button

It is launched from **Tools -> Translation Manager**.

It requires an account that you can create at here. Enter the requested information and submit the form. You will receive a confirmation email within 24 hours.

For more information on the localization process, read the Localizer topic

5.7.2.1 Localizer

Description

The Devolutions Localizer is a ClickOnce application what will be installed in your application data folders and will check for updates automatically. It is used to manipulate the cloud based translation repository.

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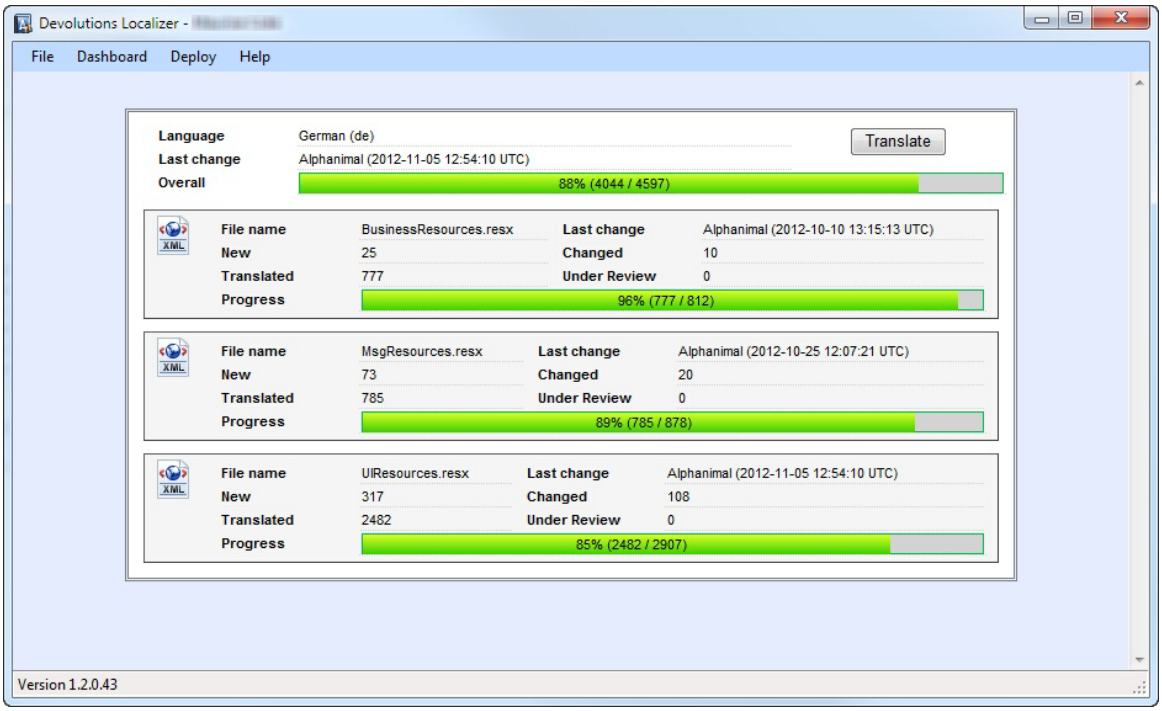
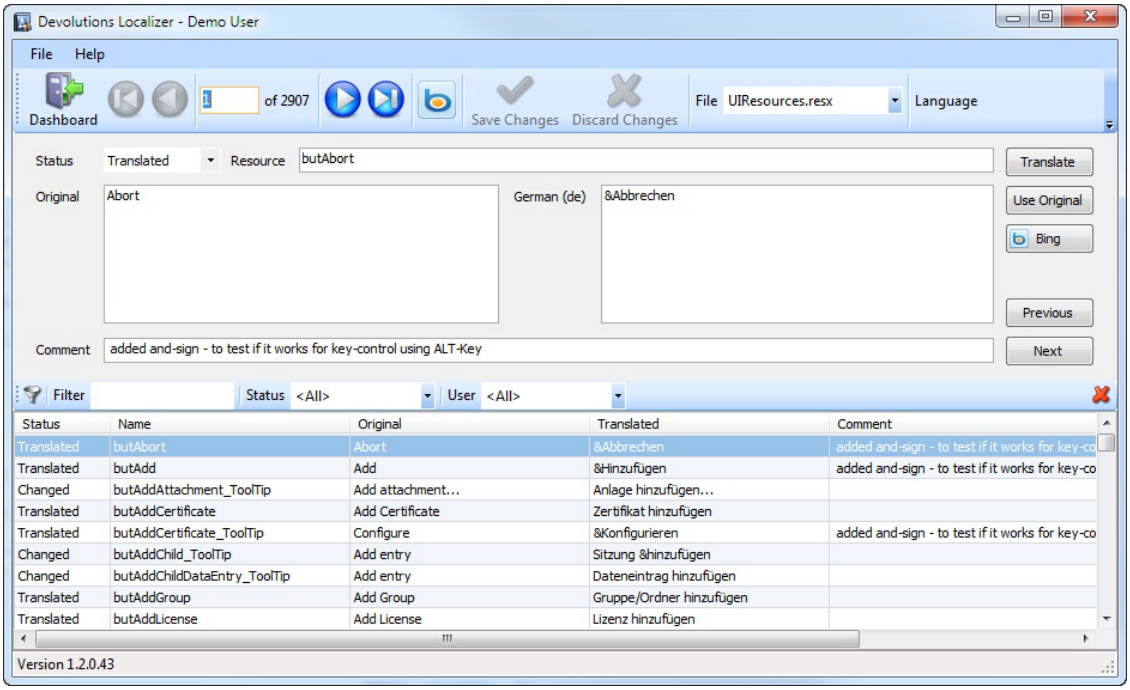


Devolutions Localizer

Workflow

From the dashboard view you get a quick progress overview for each Resource file used by the application, simply choose the file you plan to work on and click the “Translate” button. You'll be presented with the following screen.



Localizer translation form

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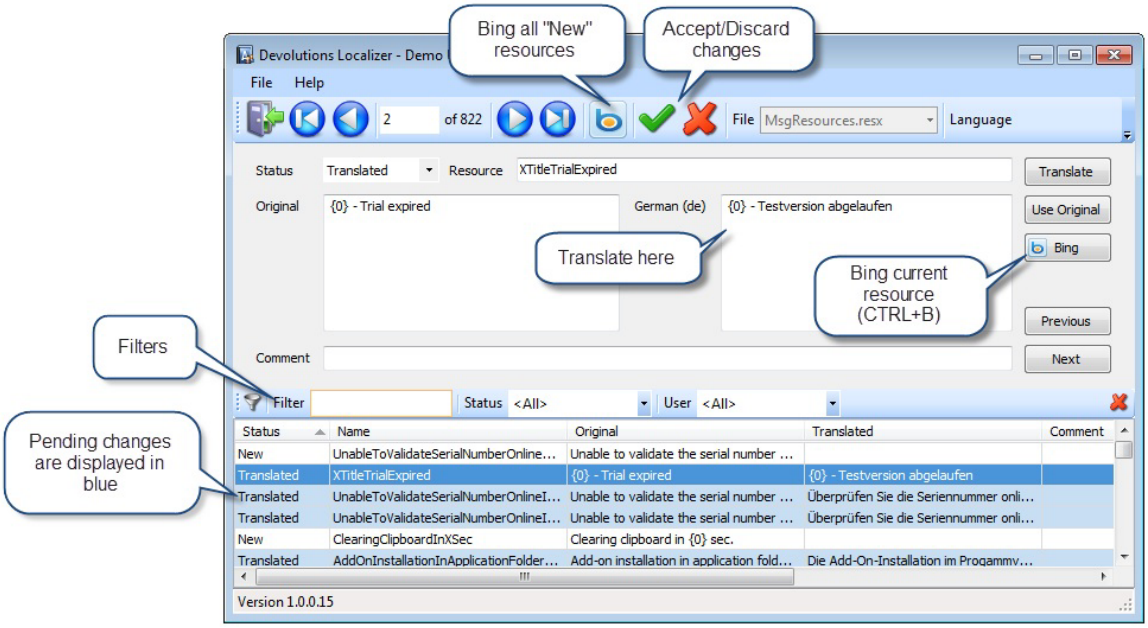
Here is a visual overview of the main features.

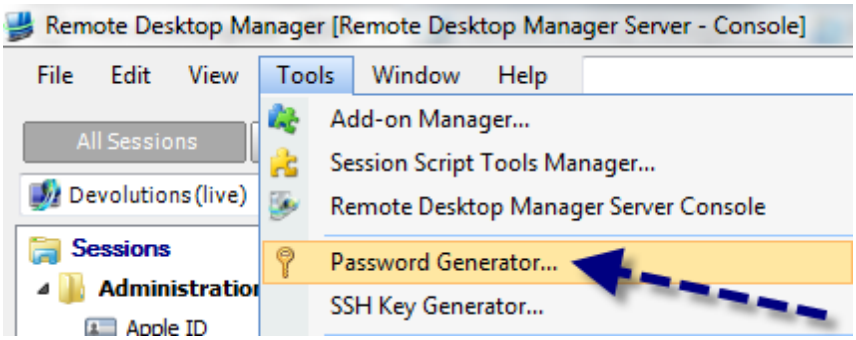


5.7.3 Password Generator

Description

The Password Generator enables you to create random passwords that are secure and difficult to interpret or predict, due to a mix of uppercase and lowercase letters, numbers and punctuation symbols.

Password Generator is available in **Tools ->Password Generator...**.



There are three types of settings :

1. Use the specified settings

Choose all the character types you desire and generate passwords.

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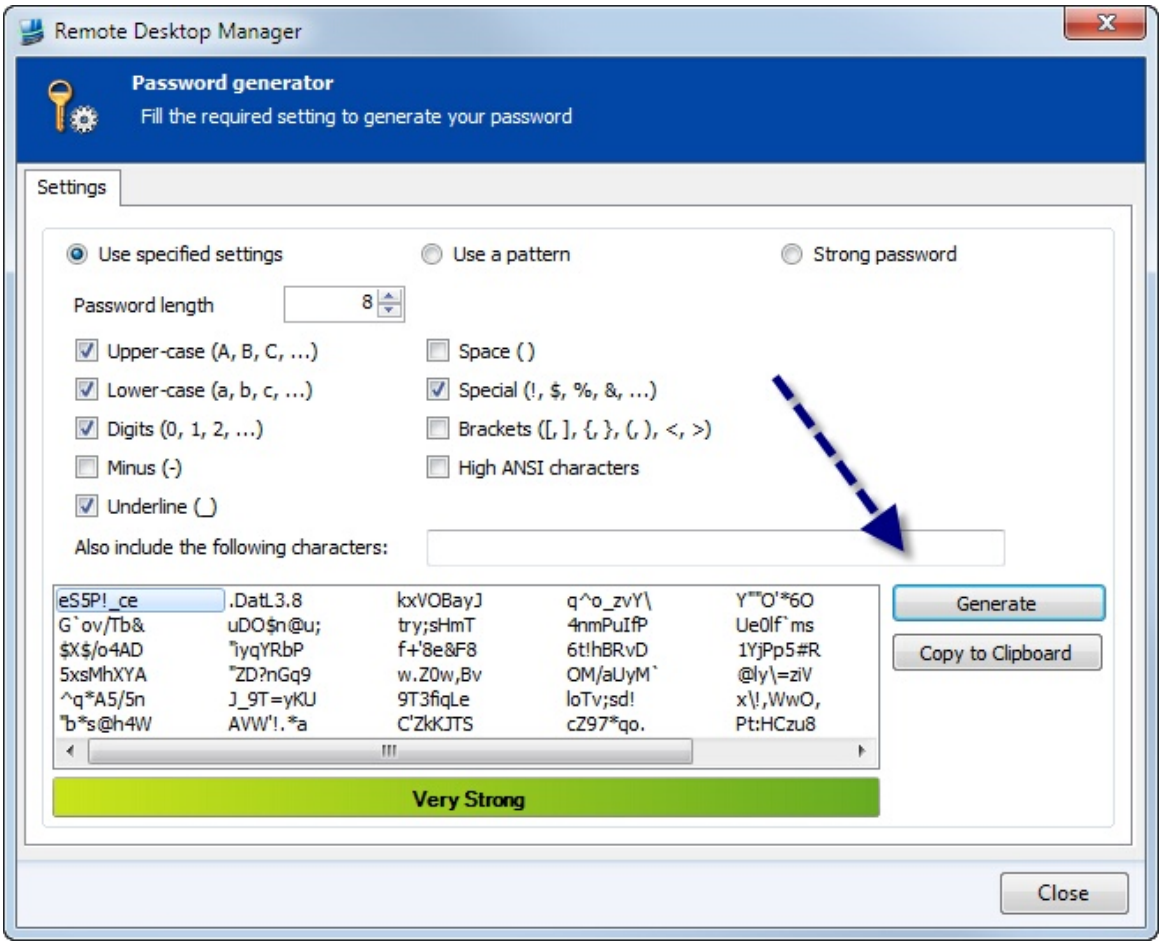

Specified settings

2. Use a pattern

Press the question mark button and select any pattern you need to create your passwords.

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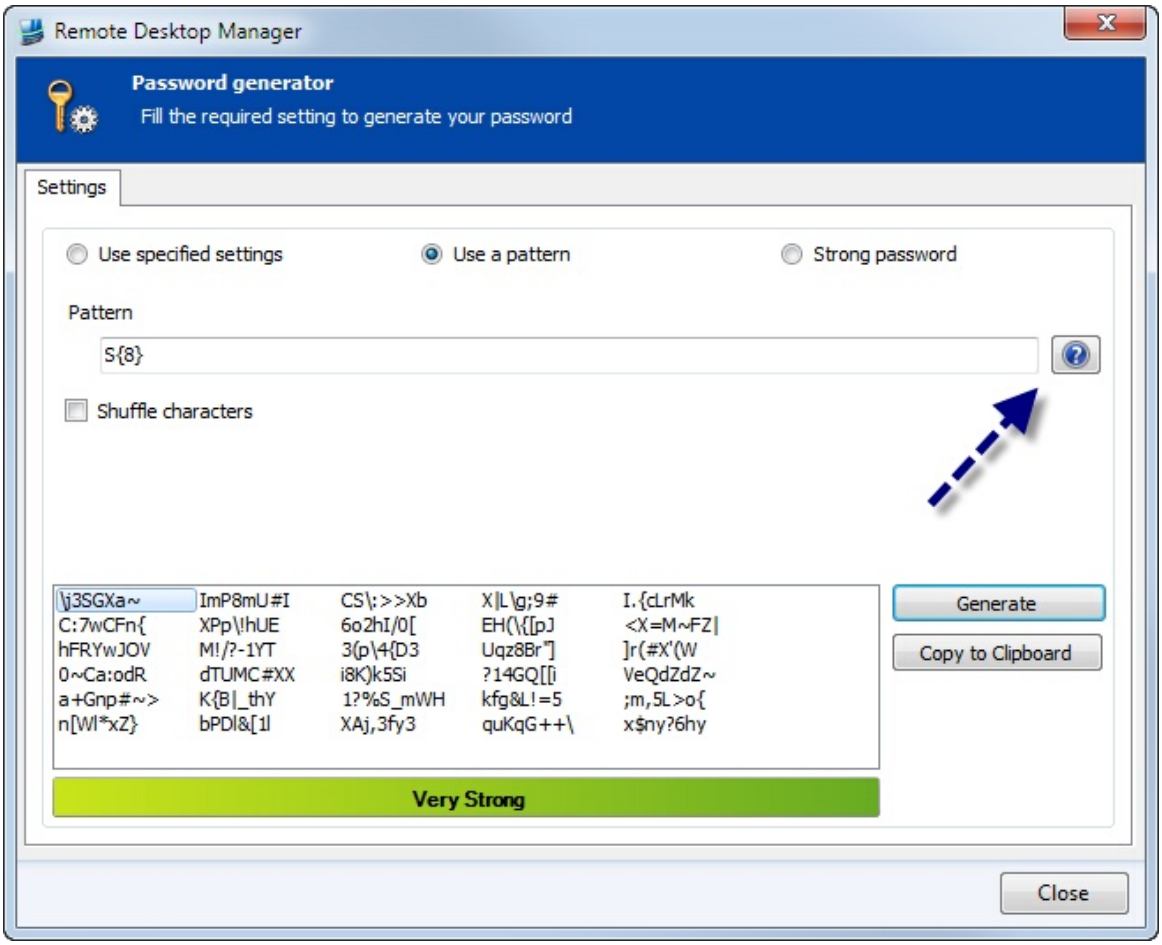

Pattern

The following are the supported patterns.

Key	Description	Sample
a	Lower-Case Alphanumeric	abcdefghijklmnopqrstuvwxyz 0123456789
A	Mixed-Case Alphanumeric	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
b	Bracket	()[]{}<>
c	Lower-Case Consonant	bcdfghjklmnpqrstvwxyz
C	Mixed-Case Consonant	BCDFGHJKLMNPQRSTVWXYZ bcdfghjklmnpqrstvwxyz
d	Digit	123456789
h	Lower-Case Hex Character	0123456789 abcdef
H	Upper-Case Hex Character	0123456789 ABCDEF
l	Lower-Case Letter	abcdefghijklmnopqrstuvwxyz
L	Mixed-Case Letter	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz
p	Punctuation	,.;:

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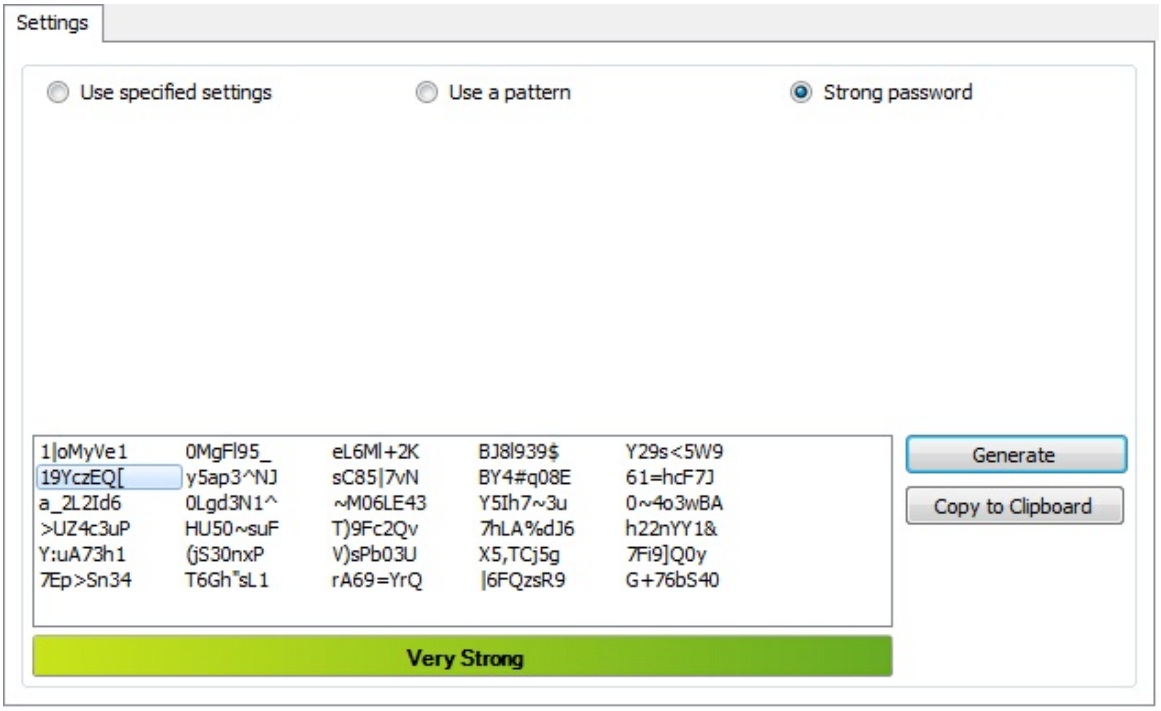
s	Printable 7-Bit Special Character	!"#$%&'()*+,-./:;<=>?[\]^_{|}~
S	Printable 7-Bit ASCII	A-Z, a-z, 0-9, !"#$%&'()*+,-./:;<=>?[\]^_{|}~
u	Upper-Case Letter	ABCDEFGHIJKLMNOPQRSTUVWXYZ
U	Upper-Case Alphanumeric	ABCDEFGHIJKLMNOPQRSTUVWXYZ 0123456789
v	Lower-Case Vowel	aeiou
V	Mixed-Case Vowel	AEIOU aeiou
x	High ANSI	From '~' to U255 (excluding U255)
z	Upper-Case Consonant	BCDFGHJKLMNPQRSTVWXYZ
Z	Upper-Case Vowel	AEIOU
\	Escape (Fixed Char)	Use following character as is
{n}	Escape (Repeat)	Repeats the previous character *n* times
[x]	Custom character	Define a custom character sequence

3. Strong password

Password Vault Manager will generate an 8 character password with mixed case alphanumerics and special characters.



Strong password

5.7.4 Password Analyzer

Description

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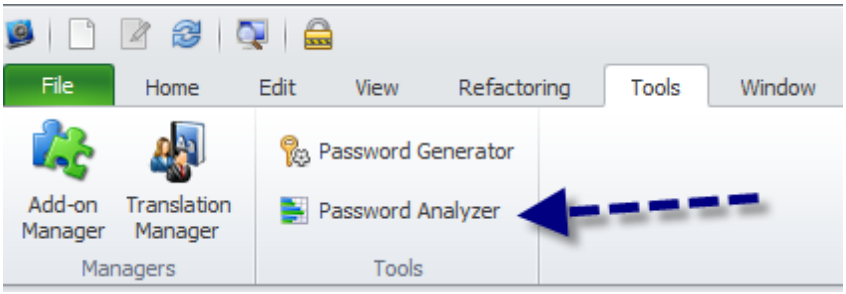
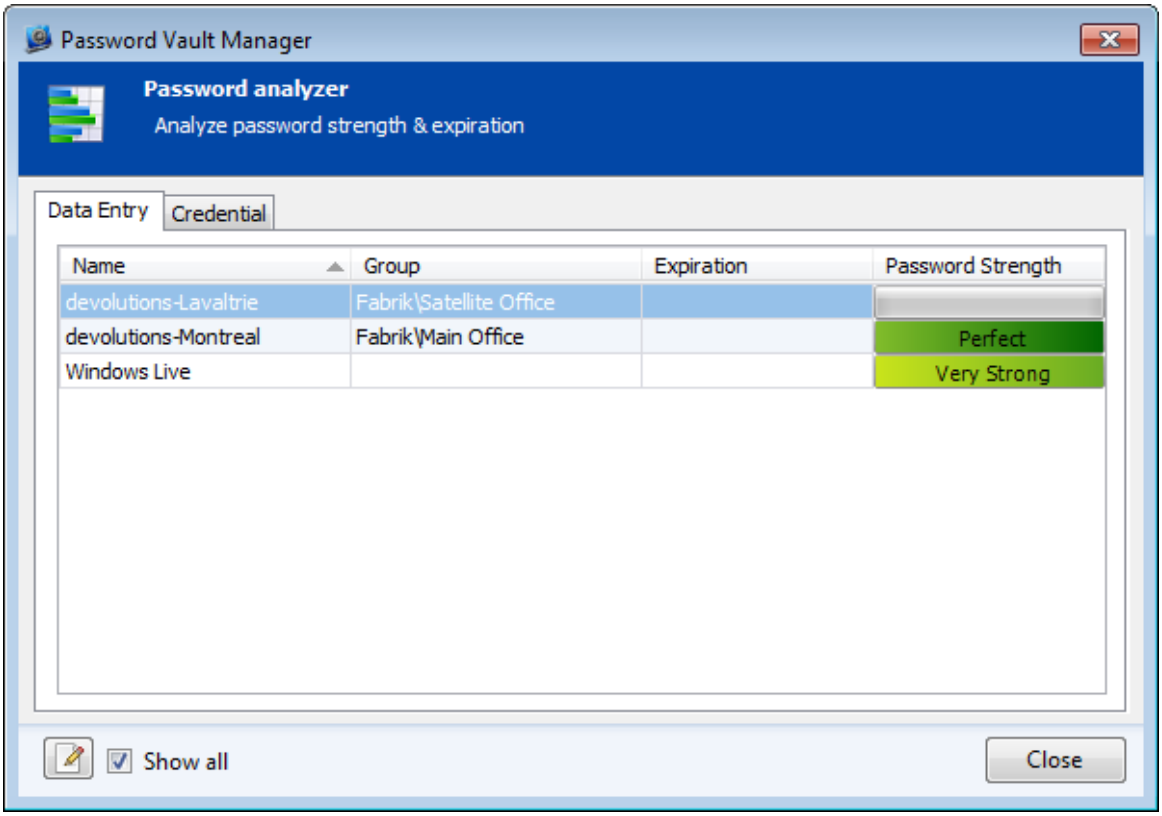
The password Analyzer will display a strength indicator for all passwords that are stored with your various entries.

It is accessible from from the **Tools->Password Analyzer...** menu



Password Analyzer button in the ribbon



Password Analyzer

Settings

The dialog displays two tabs : *Data Entry* and *Credential*. In a single glance you can see the strength ratings of your stored passwords.

Two controls can be seen at the bottom left.

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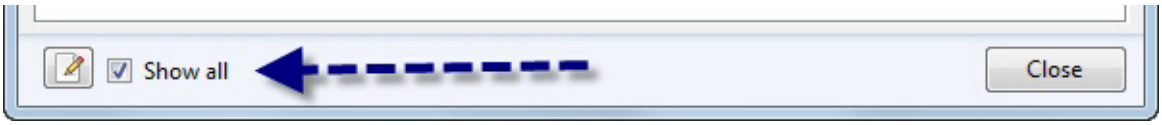


Control highlight

The button is to open the current entry so you can edit it. The checkbox, when unchecked, will display only entries with actual passwords stored in them.

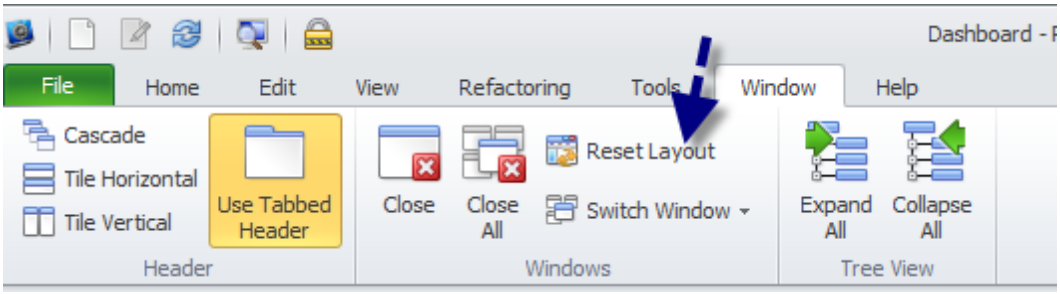
5.8 Window

5.8.1 Layout

Description

The Window ribbon page contains the layout management buttons. You can close one or multiple opened tab page.

The layout of the main form is managed by dragging and docking the different panel. However it's always possible to reset the layout to the default settings.

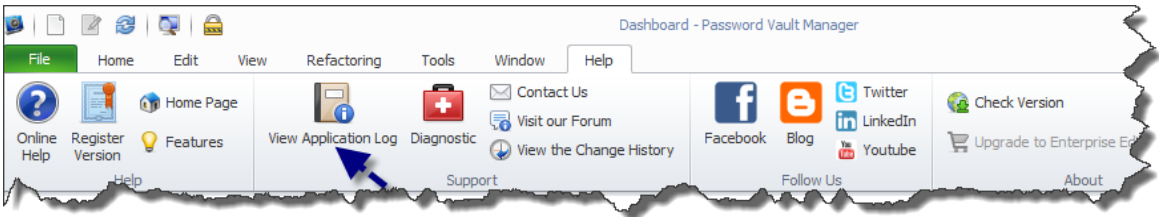


5.9 Help

5.9.1 Application Logs

Description

In case of error, you can verify the local application log, which is available from the menu in **Help > View Application Log...**



View Application Log button

Those logs are saved in in **%LocalAppData%\Devolutions\RemoteDesktopManager\RemoteDesktopManager.cfg**

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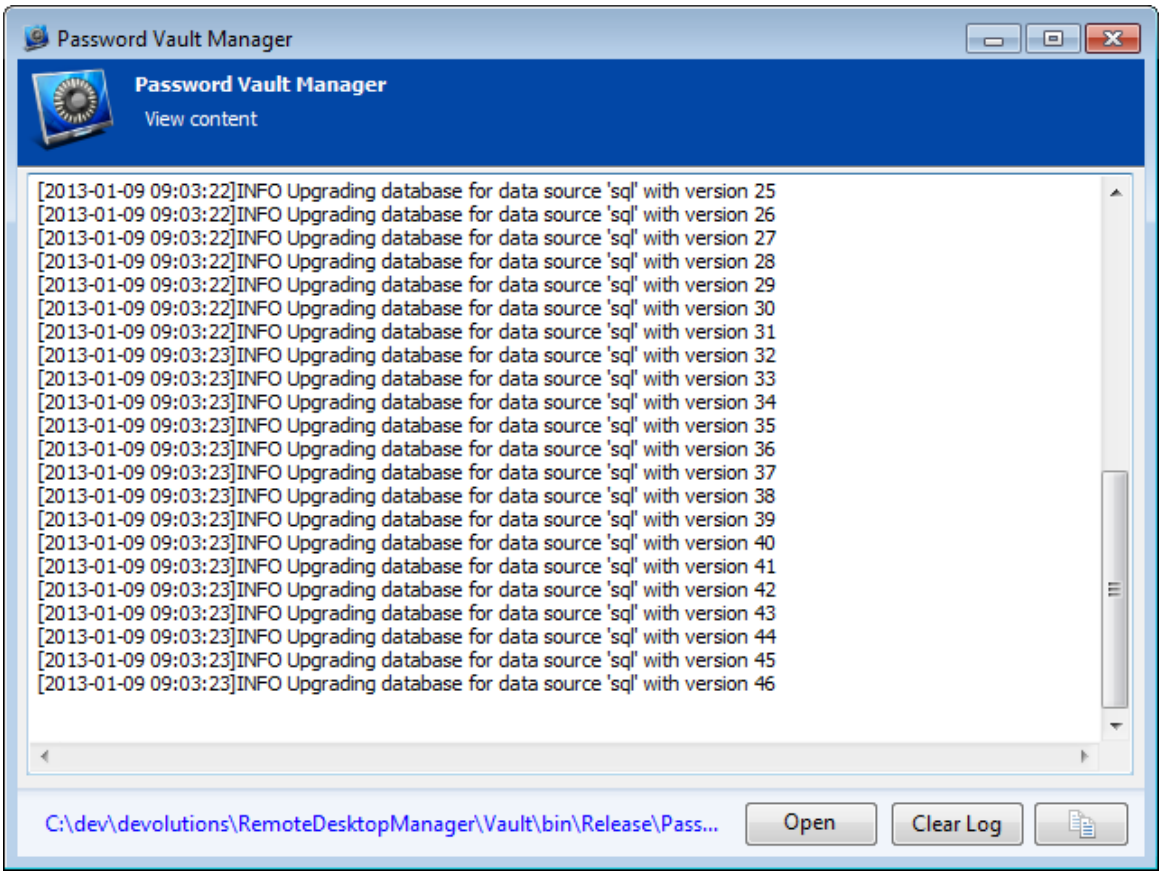


View Application Logs dialog

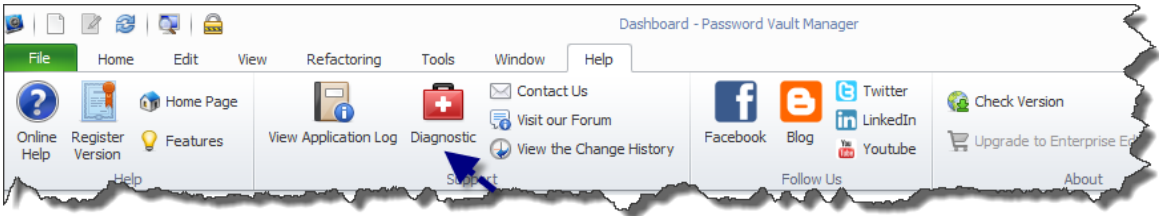
Increasing the log level

When requested by a Devolutions employee during a support process, you may be asked to increase the log level of the application to a higher level. Please consult Advanced

5.9.2 Diagnostic

Description

If you encounter a problem. you can run the system diagnostic available from the menu in **Help > Diagnostic...**



System Diagnostic button

This will help us find diagnose the problem that you might have.

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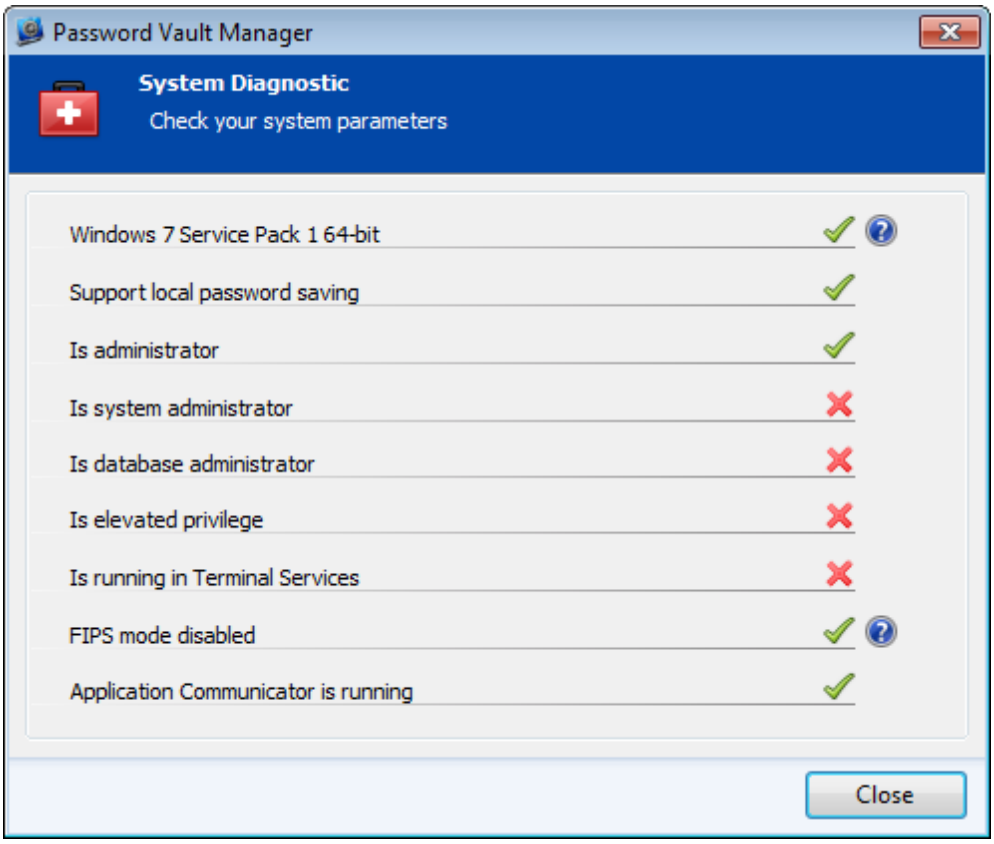

System Diagnostic dialog

The administrator item could be the possible source for security problem. This happen often when a user has the SYSDBA or is DB_OWNER of the SQL Server database.

Some other issues could be related to the fact that the application is running in Terminal Services. However Password Vault Manager is fully compatible with Terminal Services.

Please read the Troubleshooting topic, it lists error messages and could contain the fix/ workaround for your problem.

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Support/Resources

Part

6 Support/Resources

6.1 Command Line Arguments

Usage

Password Vault Manager can be executed in a command line. However, some features are only available in the Enterprise edition.

usage: PasswordVaultManager.exe [parameters]

Parameters	
/Silent	Execute the application minimized in a system tray icon. This option cannot be combined with other parameters.
/Datasource:{datasource id}	Specify the data source id (available in the Advanced Tab of the session).
/Session:{session id};{session id}	Specify one or more session IDs (available in the Advanced Tab of the session)
/ChangePassword:{new password}	Change the session password. Only available for Remote Desktop sessions and embedded passwords. The data source ID and the session ID are required.
/RegisterUser:"{registration user}"	Change the Password Vault Manager username. The value must be in double quotes.
/RegisterSerial:"{serial number}"	Change the Password Vault Manager serial number. The value must be in double quotes.
/Template:{local template ID} /Host: {host name}	Open the template with the specified host name.

6.2 Technical Support

Standard Support plan.

Support is solely through our online forums at http://forum.devolutions.net/.

Extended and Premium support plans.

Holders of a paid support plan receive an email address and a plan ID. You should send your support requests to the appropriate email address and provide your plan ID on the subject line.

You also encouraged to find information and ask questions in our forums at http://forum.devolutions.net/. They contain years of relevant information and have the benefit or being enriched for the whole community when we post an answer.

6.3 Follow Us

Overview

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Get the hottest information about our products - tips and tricks, case studies and new release announcements!

This is not a marketing newsletter. We focus on the issues that matter to you, whether you're looking for up-to-the-minute software tutorials, additional outside resources, or a peek at how others are using our products.

Links		
	Facebook	http://facebook.passwordvaultmanager.com
	LinkedIn	http://linkedin.passwordvaultmanager.com
	RSS feeds	http://rss.passwordvaultmanager.com
	Twitter	http://twitter.passwordvaultmanager.com
	YouTube	http://youtube.passwordvaultmanager.com
	Blog	http://blog.passwordvaultmanager.com
	Google+	http://plus.passwordvaultmanager.com/
	Spicework	http://spice.devolutions.net
	Forum	http://forum.devolutions.net

6.4 Troubleshooting

Description

Consult this section to get more information about:

- General
- Performance
- SQL Server

6.4.1 General

Errors

"Could not load file or assembly "System.EnterpriseServices.Wrapper.dll or one of its dependencies. The system cannot find the path specified."

This error is due to a corrupted Microsoft's .NET Framework 2.0 installation. We recommend that you try and repair the .NET Framework, or follow the instructions in the Microsoft Knowledge base article "How to repair an existing installation of the.NET Framework".

My mapped network drive(s) are not available when using Run As Administrator to launch Password Vault Manager

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This is because of User Access Control (UAC), a built-in security layer of Windows. Effectively you are considered a different user with different preferences, the Mapped network drives being one such preference. In order to have the same mapped drives you have a few options

1. Using an elevated command prompt, recreate the same mapped drive(s) using the *NET USE {DRIVENAME} {SHARENAME} /PERSISTENT:YES* command
2. Modifying the registry to link connections between the accounts , see http://support.microsoft.com/kb/937624.

6.4.2 Performance

Startup

If you experience slow startup times there are a few things to try in order to reduce the time before the application is available for use. Please note that this is exceptional and occurs when your data source contains a great number of connections.

Slow startup on machines that are not connected to the internet.

For your security, we "sign" our program with a code signature. This results in the validity of the signature being checked at application startup. If the machine is not connected to the internet the application will wait for a response until a timeout occurs. For a detailed explanation and a workaround please read Improving Application Start Up Time

Refresh

This category affects all data source refreshes, therefore also the initial load at program startup.

Heavy usage of custom images

Custom images need to be stored in the data source, this results in the size of the configuration becoming problematic if there are too many entries using them. If that becomes the case it would be better to revert to built-in images.

Heavy usage of RTF description

RTF in itself is not a real issue until you decide to embed images in the description. This results in the same problem as using custom images, namely the size of the configuration becoming too large. If that becomes the case, reduce the size of your descriptions.

Offline mode activated for data source

When you enable Offline mode (Data Source Settings or Overview), a local file is created and is kept in sync with the data source. This file is encrypted using the Windows built-in NTFS encryption which can cause delays in refreshing the local data file. This is rarely the case but seems to happen on computers on a domain which has been hardened by the network administrator. You can turn off usage of NTFS encryption in the application options

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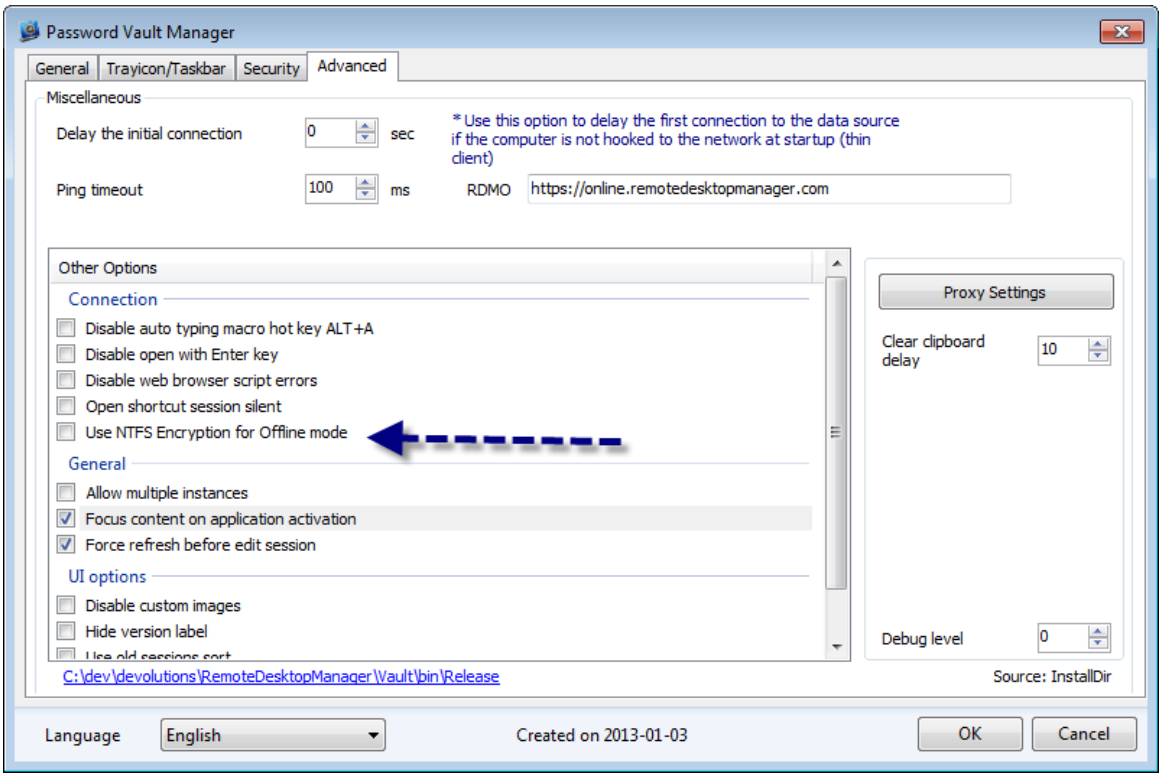

Advanced application options

6.4.3 SQL Server

Errors

Unable to connect to SQL Server

On a new SQL Server installation, remote connections must be allowed manually. Follow these Directions to enable connectivity.

6.5 Best Practices

6.5.1 Backups

Description

It is recommended to always have a current backup or your data source. Since we support a wide range of data stores, you should use the best solution for you chosen data source.

Xml

Our recommended backup solution is to subscribe to our Online Backup Service

Microsoft Access

Our recommended backup solution is to subscribe to our Online Backup Service

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Microsoft Sql Server

We recommend creating a maintenance plan to perform automatic backups regularly. This video is a good start on the subject : Setting up a Maintenance Plan to Backup Databases

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